

## **Title VI Complaint Procedure**

If you believe that you have received discriminatory treatment by the Wells County Council on Aging Transit System on the basis of race, color, or national origin you have the right to file a complaint with the Wells County Council on Aging Executive Director or Transportation Program Manager.

### **Methods of filing a complaint:**

Complete the Complaint Form, and send it to:

**Wells County Council on Aging**  
**Attn: Terri Stacy, Title VI Coordinator**  
**225 W Water Street**  
**Bluffton, IN 46714**

Verbal complaints are accepted and transcribed by Administrative Staff. To make a verbal complaint, call (260) 824-1070 and ask for the Transportation Program Manager/Title VI Coordinator.

Wells County Council on Aging investigates complaints received no more than 180 days after the alleged incident. Wells County Council on Aging will process complaints that are complete. Once the complaint is received, Wells County Council on Aging will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Wells County Council on Aging.

Wells County Council on Aging has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the Wells County Council on Aging may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If Wells County Council on Aging investigator is not contacted by the complainant or does not receive the additional information within thirty days, Wells County Council on Aging can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:  
Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590