

Chisago-Isanti County Heartland Express Title VI Complaint Procedure & Form

Chisago-Isanti County Heartland Express is committed to ensuring that no person is excluded from participation in or denied the benefits of its public transit services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints are filed on the form included below. Complaints must be filed within 180 days after the date of the alleged discrimination.

Once the complaint is received, Chisago-Isanti County Heartland Express will review it to determine whether we have the jurisdiction over the concern registered. The complainant will receive an acknowledgement letter advising whether Chisago-Isanti County Heartland Express will be investigating the complaint. Chisago-Isanti County Heartland Express has 30 business days to investigate the complaint. If more information is needed to resolve the case, Chisago-Isanti Heartland Express may contact the complainant. The complainant has 10 business days from the date of the letter from the investigator seeking further information to respond and supply the requested information. If the investigator is not contacted by the complainant or does not receive the requested information within 10 business days, Chisago-Isanti Heartland Express will administratively close the case.

After the investigator reviews the complaint, one of two responses will be sent to the complainant which will be either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of staff or other action will occur. If the complainant wishes to appeal the decision, a written appeal must be submitted within 10 business days of the date of the closure letter or letter of finding.

The information on the form below is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact Chisago-Isanti County Heartland Express Transportation Director by calling 763-689-8130. Additional details may be included on the back side of the form or on separate pages.

A complaint may also be filed directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Chisago-Isanti Heartland Express

Title VI COMPLAINT FORM (GENERAL REQUIREMENT)

Information

This form is made available to anyone who believes their rights under Title VI have been violated. This complaint form is also available on the Chisago County website. A recipient's Title VI Complaint Form shall specify the three classes protected by Title VI—race, color, and national origin—and allow the complainant to select one or more of those protected classes as the basis/bases for discrimination. The Title VI Complaint Form is a vital document.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

