

# **TITLE VI Non-discrimination**

## **Policy Statement**

Northeast Iowa Community Action Corp. (NEICAC) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, national origin, or English proficiency as provided by Title VI of the Civil Rights Act of 1964, as amended.

### **To learn more**

Any person who believes that he or she has been subjected to discrimination on the basis of race, age, disability, religion, color, gender, national origin, or English proficiency with regard to any public transit service provided by NEICAC may request additional information by phone from the Chief Financial Officer (563-387-4916) or in writing to Chief Financial Officer, Northeast Iowa Community Action Corporation, PO Box 487, Decorah, IA 52101. You can also find further information at the Federal Transit Administration web site: <http://www.fta.dot.gov/civilrights/12328.html>

## **Complaint Process**

NEICAC is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services. NEICAC recognizes its responsibilities to the communities in which it operates and to the society it serves. It is NEICAC's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with NEICAC within 180 days from the date of the alleged discrimination.

### **How to file a complaint**

Complaints may be filed with NEICAC in writing, by email or by phone. Download a copy of the [Title VI Complaint Form](#).

Mail complaint form to:  
Chief Financial Officer  
Northeast Iowa Community Action Corp.  
PO Box 487  
Decorah IA 52101

Complaints may also be sent via email to: [cstravers@neicac.org](mailto:cstravers@neicac.org). To complete a complaint form by phone, please call 563-382-8436 and ask for the Chief Financial Officer.

## What Happens to My Title VI Complaint?

Once a complaint is received, it will be reviewed by the Chief Financial Officer. In instances where additional information is needed, the Chief Financial Officer will contact the complainant by phone or in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, NEICAC will investigate a Title VI complaint within 30 days of receipt and will use its best efforts to respond to a Title VI complaint within 60 calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaint with NEICAC and an external entity may expand the timing of the complaint resolution. Should NEICAC receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to NEICAC's Attorney.

The Chief Financial Officer will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Chief Financial Officer will identify and review all relevant documents, practices and procedures and identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Chief Financial Officer will complete a final report. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a copy of the final report.

If the complainant is dissatisfied with the resolution of the complaint by NEICAC, the same complaint may subsequently be submitted to the Office of Employee Services-Civil Rights for investigation at the following address.

Iowa Department of Transportation  
Office of Employee Services - Civil Rights  
800 Lincoln Way  
Ames, IA 5001

Complaints may also be filed with the following two organizations no later than 180 days after the date of the alleged discrimination:

**Iowa Civil Rights Commission**  
400 East 14th Street  
Des Moines, IA 50319-1004  
515-281-4121  
800-457-4416

For more information see: [How To File a Complaint Form](#)

### **Federal Transit Administration's Office of Civil Rights**

Attention: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590  
816-329-3770

For more information see: [Filing a Title VI Complaint with the FTA](#)