

## Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Miami County YMCA Transportation Program may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Miami County YMCA Transportation Program investigates complaints received no more than 180 days after the alleged incident. The Miami County YMCA Transportation Program will only process claims that are complete.

Once the complaint is received, the Miami County YMCA Transportation Program will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The Miami County YMCA Transportation Program has 7 days to investigate the complaint. If more information is needed to resolve the case, The Miami County YMCA Transportation Program may contact the complainant. The complainant has 14 business days from the date of the acknowledgment letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 14 business days, the Miami County YMCA Transportation Program can administratively close the case. A case can also be closed if the complainant no longer chooses to pursue the case.

After the investigator reviews the complaint, he/she will issue one of two letters 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of a staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 14 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 (FTA) at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590.

If information is needed in another language, please contact Stacy McBride at 765-472-1979 ext 213 or e-mail her at [smcbride@mcymca.org](mailto:smcbride@mcymca.org).

If you believe that you have received discriminatory treatment by the Transit staff on the basis of race, color, or national origin you have the right to file a complaint with the **YMCA Transit Director, Stacy McBride or Transit Manager Bethany Kepner**.

### Methods of filing a complaint:

Complete the Complaint Form, and send it to:

**YMCA Transit**  
**34 East 6<sup>th</sup> St**  
**Peru IN 46970**

Verbal complaints are accepted and transcribed by **Transit Director, Stacy McBride**. To make a verbal complaint, call 765-472-1979 and ask for **Stacy McBride or Bethany Kepner**.

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