

SNYDER VILLAGE
TITLE VI COMPLAINT INSTRUCTIONS & FORM

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please complete the following form to assist us in processing your complaint. Complaints must be filed within 180 calendar days of the date of the alleged discriminatory incident.

Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Transportation Division
Snyder Village
1200 E Partridge
Metamora, IL 61548

A person may also file a complaint directly with the Federal Transit Administration:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

**SNYDER VILLAGE
TITLE VI COMPLAINT FORM**

COMPLAINANT INFORMATION

Name: _____

Address: _____
City State Zip

Contact Information: _____
Telephone E-Mail

Preferred method of contact:

- ☐ Telephone
☐ Email
☐ Mail

Do you require communication or information in another language?

- ☐ No
☐ Yes – Language: _____

ALLEGED DISCRIMINATION

Please describe the alleged discriminatory action or incident in as much detail as possible.

Why do you believe you were discriminated against on the basis of race, color, or national origin?

When did the alleged discrimination occur? If the incident occurred more than once, please provide the approximate dates or time period:

Where did the alleged discrimination occur?

Please provide any additional information that may help explain your complaint:

WITNESSES OR OTHER PERSONS WITH RELEVANT INFORMATION

Please list the names and contact information of any persons who may have information about your complaint.

Name: _____

Telephone/Email: _____

Relationship to the incident: _____

Name: _____

Telephone/Email: _____

Relationship to the incident: _____

Name: _____

Telephone/Email: _____

Relationship to the incident: _____

SUPPORTING DOCUMENTATION (optional)

Please attach copies of any documents or other information that support your complaint, if available. Examples may include correspondence, written statements, photographs, or other relevant documentation.

SIGNATURE

I certify that the information provided in this complaint is true and accurate to the best of my knowledge.

Complainant's Signature: _____ **Date:** _____

If someone other than the complainant is completing this form:

Name of person completing form: _____ **Relationship:** _____

Signature: _____ **Date:** _____

SUBMITTING YOUR COMPLAINT

Please submit your completed and signed complaint form to:

Transportation Division
1200 E Partridge
Metamora, IL 61548
309-367-4300

Complaints must be submitted within 180 calendar days of the alleged incident.

WHAT HAPPENS AFTER YOU FILE A COMPLAINT?

Snyder Village will process complaints that are completed and received within 180 days of the alleged incident

Once a complete complaint form is received, Snyder Village will review. Snyder Village will generally complete its investigation within 90 days of receiving a completed complaint form. If additional information is needed, the investigator may contact the complainant. Unless a longer period is specified by Snyder Village, the complainant will have 10 days from the date of the request to provide the requested information.

If the requested information is not received within the required timeframe, Snyder Village may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue the complaint.

After the investigation is complete, Snyder Village will issue a letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken, if applicable.

REQUEST FOR RECONSIDERATION

If a complainant disagrees with Snyder Village's determination, they may request reconsideration by submitting a written request to:

Janelle Clark, Executive Director
1200 E Partridge
Metamora, IL 61548
309-367-4300

The request must be submitted within 7 days after the date of Snyder Village's determination letter and must state specifically the basis for the request for reconsideration.

The Executive Director will notify the complainant of the decision to accept or reject the request for reconsideration within 10 days.

If reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

FOR SNYDER VILLAGE USE ONLY

Date Complaint Received: _____

Received By: _____

Date Acknowledgment Communicated: _____

Investigator Assigned: _____

Date Investigation Completed: _____

Date Determination Letter Sent: _____

Reconsideration Requested: ☐ Yes ☐ No

Date Reconsideration Request Received: _____

Final Action/Disposition:

Date Case Closed: _____

Additional Information:

[illegible]