



Three Rivers Community Action, Inc.
Hiawathaland Transit
Title VI Complaint Reporting Procedures

October 2022



Hiawathaland Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by the Hiawathaland Transit, providing programs and services in the following counties of Rice, Goodhue and Wabasha (hereinafter referred to as “Hiawathaland Transit,”) may file a Title VI complaint by completing and submitting Hiawathaland Transit, Title VI Complaint Form. Hiawathaland Transit investigates complaints received no more than 180 days after the alleged incident and will only process complaints that are complete.

Once the complaint is received, the Hiawathaland Transit, will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling. Hiawathaland Transit and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, Hiawathaland Transit and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification 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 10 business days, Hiawathaland Transit and/or MnDOT 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, she/he will issue one of two written documentations 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 the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

Completed Complaint Forms can be Mailed to :
Three Rivers CA – Hiawathaland Transit
ATTN: Transportation Director
1414 Northstar Drive
Zumbrota, MN 55992

A person may also file a complaint directly with MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899 or email complaint form to jean.meyer@state.mn.us. As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



Title VI Complaint Form
CUSTOMER INFORMATION

Date: _____

Name: _____

Phone Number: _____

Email: _____

Address: _____

Complaint is against: _____

Have you previously filed a Title VI complaint with Hiawathaland Transit? [] YES [] NO

If Yes, when was the previous complaint filed _____

Are you filing this report on you own behalf? [] YES [] NO

*If NO, please complete **Third Party Report***

Third Party Report:

Please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Have you received permission of the aggrieved party to file a complaint on their behalf? [] YES [] NO

Please explain why you have filed for a third party:

Please sign here: _____

Date: _____

COMPLAINT DETAILS

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin

Explain as clearly as possible what happened and why you believe you were discriminated against and describe all persons who were involved. If more space is needed, please use the back of this form.