River Bend Transit

Non-Discrimination Complaint Form

River Bend Transit is committed to providing all programs, services, and activities without discrimination. This form may be used to file a complaint alleging discrimination under Title VI of the Civil Rights Act of 1964 or other applicable federal and state nondiscrimination laws and regulations. Complaints should be filed within 180 calendar days of the alleged incident.

Name: _____ Date: _____

Address: _____

City/State/ZIP: _____

Primary Phone: _____ Email: _____

If filing on behalf of another person, please provide their name and relationship:

_____

Date(s) of Incident: _____

Location of Incident: _____

Basis of Complaint (check all that apply):

☐ Race ☐ Color ☐ National Origin ☐ Age ☐ Disability

☐ Creed ☐ Other: _____

Describe what happened. Include names/titles of employees or witnesses if known. Attach additional pages if necessary.

_____
_____
_____

Have you filed this complaint with another agency? ☐ Yes ☐ No

If yes, identify the agency and contact information:

_____

Requested Resolution (optional): _____

I certify that the information provided is true and correct to the best of my knowledge.

Signature: _____ Date: _____

Complaint Procedures

- Complaints may be submitted in person, by U.S. Mail, or through the complaint form available on the River Bend Transit website.
- Complaints should be filed within 180 calendar days of the alleged discriminatory act.
- The Title VI Coordinator will acknowledge receipt, determine jurisdiction, and conduct an impartial investigation.
- Investigations are generally completed within 60 calendar days, and the complainant will receive a written determination.
- *If the complainant is dissatisfied with the agency's determination, he or she may also file a complaint directly with the Federal Transit Administration or the* Iowa Department of Transportation, Modal Transportation Bureau – Public Transit, Civil Rights Bureau 800 Lincoln Way, Ames, IA 50010 515-239-1364 Civil.rights@iowadot.us.

Website Notice

www.riverbendtransit.org

River Bend Transit posts its Non-Discrimination Notice, Complaint Procedures, Complaint Form, and Title VI Coordinator contact information on its official website. Individuals may download the complaint form or submit a complaint electronically through the website. Printed copies are available upon request at the administrative office.