



**NORTHEAST CONTEMPORARY SERVICES, INC. (NCSI) –
TRANSPORTATION SERVICE**

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 NCSI's Transportation Service (hereinafter referred to as "NCSI") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. NCSI investigates complaints received no more than 180 business days after the alleged incident. NCSI will process complaints that are complete.

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

NCSI has 60 business days to investigate the complaint. If more information is needed to resolve the case, NCSI may contact the complainant. The complainant has 30 business days from the date of the 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 30 business days, NCSI 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 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 the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 business 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, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

A person may also file a complaint directly with the Title VI Specialist, Minnesota Department of Transportation, Office of Civil Rights, Mail Stop 170, 395 John Ireland Blvd., St. Paul, Minnesota 55155-1899; Phone (651) 366-3322; Fax (651) 366-3129.

If information is needed in another language, contact 651-636-3343, ext. 101 to request oral interpretation.