



## **Title VI/ADA Civil Rights Complaint Procedures**

The Fort Wayne Public Transportation Corporation/Citilink hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964 and all related acts and statutes. Title VI and related statutes prohibiting discrimination in Federally assisted programs require that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any services on the grounds of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, low income status or limited English proficiency.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding Citilink services has a right to file a formal complaint with Citilink. Any such complaint must be in writing and submitted to the Citilink Title VI/ADA Coordinator within one hundred eighty (180) days following the date of the alleged occurrence.

A Title VI ADA Complaint Form is available. For more information regarding civil rights complaints, please contact: Citilink (260) 432-4546 or visit our website [www.fwcitilink.com](http://www.fwcitilink.com)

If any person believes that Citilink has not followed this commitment, please contact the Citilink Title VI/ADA Coordinator:

Citilink  
Attn: Title IV/ADA Coordinator  
801 Leesburg Road  
Fort Wayne, Indiana, 46808  
(260)432-4546

Investigation protocol is as follows:

- Receive complaint within 180 days of alleged discriminatory act
- Respond in writing to complainant to inform them that their complaint is outside our jurisdiction within 48 hours or requesting additional information
- Initiate investigation within 5 business days of receiving necessary information
- Information must be received from the complainant within 30 days from the request for information or the case will be administratively closed
- Review allegation/charge and relevant elements (engage corporate attorney for assistance/participation as necessary)
- Witness interviews are arranged. Citizens, employees, etc. are interviewed and information documented
- Upon completion of the review, a letter of finding summarizing the allegations, decision and any relevant actions will be sent to the complainant
- If the complainant wishes to appeal the decision, they have 30 days after the letter of finding to do so in writing
- The appeal must include an explanation of your dissatisfaction with the decision and signed
- Written decision regarding the appeal will be sent within 30 days
- Confidentiality will be maintained unless disclosure is authorized by the complainant or required by law.