



Nondiscrimination Complaint Procedure

Brookings Area Transit Authority, Inc. (BATA) policies and procedures have been designed and implemented in accordance with the applicable federal and state nondiscrimination statutes and regulations. The following has been established to provide for the orderly and timely resolution of any complaints alleging discrimination.

The Office Manager will make him/her known to all office and program managers with BATA and with the assistance of these managers, will attempt to resolve all Civil Rights complaints arising from BATA activities.

In addition, the Title VI Coordinator will make periodic visits to any locations and/or areas determined to be problematic in an attempt to alleviate any problems in advance of a complaint.

The following complaint procedures are applicable to all BATA program areas:

1. Any person or group claiming to be aggrieved by an unlawful discriminatory practice based on race, color, national origin, sex, age or disability may be by himself/herself or through his/her legally authorized representative, make and sign a complaint and should file such complaint with BATA within 180 calendar days following the date of the alleged discriminatory action. All complaints will be filed with the BATA Office Manager who will evaluate the complaint and gather additional information from the complainant if necessary. The appropriate program area manager will be notified of the complaint
2. The Office Manager or designee has 60 calendar days to conduct an investigation of the allegations and prepare preliminary findings. The Office Manager or designee may refer the matter to the appropriate program area to make every reasonable effort to resolve the complaint as quickly as possible or attempt informal resolution through other methods.
3. All complaints that cannot be quickly (within 30 calendar days of the preliminary findings being issued) resolved will be reviewed by a committee consisting of the Executive Director of BATA or his/her designee, the Office Manager and the program manager involved. The committee will hold an informal hearing with the complainant

seeking resolution and will render a decision regarding the complaint within 15 working days of the hearing.

4. When BATA arrives upon a final decision regarding the complaint filed with BATA, it will notify the complainant in writing of the decision and of the complainant's rights, if dissatisfied with the decision, to bring the matter to the attention of the South Dakota Department of Transportation, Civil Rights Program. Brookings Area Transit Authority, Inc. will advise the complainant of the name and address of the agency and/or individual to contact.
5. Brookings Area Transit Authority, Inc. will provide the State of South Dakota Department of Transportation, Civil Rights Program with a copy of the complaint along with any investigatory report within 60 calendar days of the filing of the complaint. BATA will also furnish the South Dakota Department of Transportation, Civil Rights Program a report indicating a final disposition of the complaint within five (5) working days of the advising the complainant of the disposition

Brookings Area Transit Authority, Inc., acting through the Office Manager, will expedite all discrimination complaint filed by individuals, business, group, or institution. Information regarding the complaint process will be provided through BATA publication, BATA program activities, and individual personal contact with personnel affected by BATA activities.