

Semcac Transportation Title VI Complaint Procedure

Semcac Transportation is committed to ensure that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin by Semcac Transportation – Rolling Hills Transit (hereinafter referred to as the Authority) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. (Located on Semcac's web site, www.semcac.org click on Transportation Rolling Hills Transit then, Civil Rights VI).. The Authority investigates complaints received no more than 90 days after the alleged incident. The Authority will process complaints that are complete.

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

The Authority has 90 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority 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 actions, additional training of staff member, or other actions will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or LOF to do so.

You may file with Semcac Transportation through U.S. Mail to the address listed

Transportation Director
P.O. Box 549
Rushford, MN. 55987

A person may also file a complaint directly with the Minnesota Department of Transportation:

Title VI Specialist
Office of Civil Rights, Mail Stop 170
395 John Ireland BLVD
St. Paul, MN 55155-1899