

8/2017

Discrimination Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by TSE Inc. (hereinafter referred to as “the authority”) may file a Title 6 complaint by completing and submitting a TSE Title 6 Complaint Form. TSE Inc. investigates complaints received no more than 180 days after the alleged incident. The authority will process complaints that are complete.

Complaint Forms are available at each TSE Inc. site, the driver of each transportation vehicle and on the TSE website ([www.tse-inc.org](http://www.tse-inc.org)). The TSE Inc. complaint form can be delivered to any TSE staff, hand delivered or mailed to the main office at 2027 Rice St. Roseville, MN 55116. 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.

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

The authority has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 45 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 6 violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether and disciplinary action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter of the LOF to do so.