

Title VI Complaint Procedure

An individual may email to request a complaint form wbtaxi@ci.west-bend.wi.us, may visit the website to find the form <http://www.ci.west-bend.wi.us/index.php/city-services/taxi>, or may write the address below.

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty 180 days from the date of the alleged discrimination. The *Title VI Complaint Form* (Attachment C) may be used to submit the complaint information. The complaint may be filed in writing with City of West Bend at the following address:

City of West Bend
City Administrator
1115 S. Main Street
West Bend, WI 53095

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service provided by City of West Bend Shared-Ride Taxi will be directly addressed by the City of West Bend. City of West Bend shall also provide appropriate assistance to complainants. Additionally, City of West Bend shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (Attachment C-1). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

City of West Bend will notify WisDOT-Transit Section of the complaint at:

WisDOT-Transit Section, Chief
4802 Sheboygan Avenue, Room 951
Madison, WI 53707

How will the complainant be notified of the outcome of the complaint?

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner. City of West Bend will send a final written response letter (Attachment C-2/C-3) to the complainant.

In the letter notifying complainant that the complaint is substantiated (Attachment C-2), it is explained that efforts are underway to correct deficiencies and if needed they would be called upon in the even that there is a hearing.

In the letter notifying complainant that the complaint is not substantiated (Attachment C-3), the complainant is also advised of his or her right to: 1) appeal within seven calendar days of receipt of the final written decision and/or 2) file a complaint externally with the Federal Transit Administration.

Federal Transit Administration, Region V
Attention: Title VI Program Coordinator
200 West Adams Street, Suite 320
Chicago, IL 60606