Sangamon Mass Transit District

Title VI Complaint

Procedures

Upon receipt of a written Title VI complaint, the Receptionist will stamp it with the date received. This date will be used to calculate the 15 weekdays to respond to the Complainant. The Complaint will then be directed to the Service Planning and Marketing Specialist, who will have the complaint logged and refer it to the proper Department Superintendent.

The Superintendent will investigate the allegations of the complaint. When the investigation is complete, the Superintendent will present a record to the Service Planning and Marketing Specialist as to what was discovered and what was done to resolve the complaint.

Once the Service Planning and Marketing Specialist is notified of any findings and any action taken, a response will be mailed with a copy of the appeals procedure, to the complainant by Certified Mail – Return Receipt Requested within 15 workdays of the date complaint was received.

The Complainant then has 15 weekdays, from the date the response was delivered, to appeal the decision, if desired. The Appeal Procedure is outlined below.

- Requests for appeals must be directed, in writing, to: Chairperson, SMTD Board of Trustees, c/o Springfield Mass Transit District, 928 S. 9th Street, Springfield, IL 62703.
- The Chairperson will act on the appeal at the next regularly scheduled Board meeting. The Complainant will be notified of the date and time.
- The Complainant will receive written confirmation of the Board’s response by Certified Mail – Return Receipt Requested within 5 days of the Board’s decision.

For more information or to receive this information in another language, please contact SMTD at 217/522-6087.