



METROPOLITAN TRANSIT AUTHORITY OF BLACK HAWK  
COUNTY 1515 BLACK HAWK ST., WATERLOO, IOWA 50702  
PHONE (319) 234-5714

### **Title VI Complaint Process**

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), MET Transit operates without regard to race, color, or national origin. Any person who believes he or she has been discriminated against by MET Transit on the basis of race, color, or national origin may file a Title VI complaint.

A Title VI complaint form can be downloaded at [www.mettransit.org](http://www.mettransit.org) or by calling 319-234-5714.

(TTY/TDD 800-735-2942). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or MET Transit staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. MET will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by MET within 5 days of request\*.
2. MET will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of Title VI regulations.
3. MET will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified. A written investigation report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.
4. A closing letter will be provided to the complainant. The complainant will have 5 business days from receipt of the closing letter to file an appeal. If no appeal is filed, the complaint will be closed.
5. MET will forward a copy of the investigation report to the appropriate federal agency, if required.

\*MET will process and investigate all complaints that meet the requirements of Title VI discrimination. If the complainant fails to provide required information within the required time frame, the complaint may be closed.

All the information involved with this process will be kept confidential.



<b>Section IV</b>		
Have you previously filed a Title VI complaint with MET?	Yes	No
Contact name:	Telephone number:	
<b>Section V</b>		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____	<input type="checkbox"/> Local Court: _____	
Please provide contact information for the person you spoke to at the above agency:		
<b>Name:</b>	<b>Title:</b>	
<b>Agency:</b>		
<b>Address:</b>		
<b>Telephone:</b>		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

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Signature

Date

MET Transit operates without regard to race, color, or national origin. If you need assistance completing this form, contact:  
MET Transit at: 319-234-5714  
Language assistance is also available.

For TDD/TYY communications please contact:  
Iowa Telecommunications Relay Service at 800-735-2942  
or email [info@mettransit.org](mailto:info@mettransit.org)

**Please submit this form in person or by mail to:**  
MET Transit  
1515 Black Hawk St  
Waterloo, IA. 50702