

# Title VI Complaint Procedures

## Eastern Nebraska Office on Aging Rural Transportation Program

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Eastern Nebraska Office on Aging Rural Transportation Program may file a complaint by completing and submitting the agency's Title VI Complaint Form. Complaints must be submitted within 180 days following the alleged incident. Complaints received after 180 days will not be eligible for investigation.

All Title VI and related statute complaints are considered formal—there is no informal process. Complaints must be made in writing and signed by the complainant on the Complaint Form provided. If complaints are received by telephone, the information will be documented in writing and provided to the complainant for confirmation or revision and signature prior to processing. Complaints must include the complainant's name, address, and telephone number, and should specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin. Complaints can be submitted to the agency at the following contact information:

ENOA Rural Transportation Program  
Attn: Title VI Transit Manager  
4780 S. 131st St.  
Omaha, NE 68137  
(402)-444-6536  
chris.gillette@nebraska.gov

Complaints may also be filed directly with the Nebraska Department of Roads at:

Nebraska Department of Roads  
Attn: Transit Liaison Manager  
1500 Hwy. 2 Lincoln, NE 68502  
(402)-479-4694  
kari.ruse@nebraska.gov

Complaints can also be filed directly with the Federal Transit Administration at:

Federal Transit Administration  
Attn: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

Title VI complaints of discrimination received by Eastern Nebraska Office on Aging Rural Transportation Program will be directed to the Nebraska Department of Roads (NDOR) Transit Section for review. NDOR will notify the Federal Transit Administration that a complaint has been received. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated. NDOR has 30 days to investigate the complaint. If more information is needed to resolve the case, the agency may contact the complainant to request additional information. The complainant has 15 days from the date of the letter to supply requested information to the investigator assigned to the 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 interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days following the closure letter or LOF to do so.

*Este documento describe el Título VI Procedimiento de Eastern Nebraska Office on Aging Rural Transportation Program. Para obtener una copia de este documento en Español, favor de visitar el sitio de web de la agencia a [www.enoa.org](http://www.enoa.org). Para asistencia adicional, favor de ponerse en contacto con la agencia o el Departamento de Carreteras de Nebraska al numero telefónico dado anteriormente. Un interprete telefónico está disponible para asistir personas de dominio de Inglés limitado.*

