

**Seymour Indiana Transit**  
**Reasonable Modification Policy**  
**Complain Procedure Notice**

Seymour Transit has a process for investigating and tracking complaints from qualified individuals. These procedures shall be posted on the Seymour Transit's website and will be provided to any individual where the Seymour Transit has denied a request for accommodation. The process and any forms necessary to file a complaint are readily available from the web. Alternative means of filing complaints, such as personal interviews, phone calls, or taped requests, will be made available for persons with disabilities if unable to communicate their request in writing or upon request.

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a complaint by completing and submitting a Seymour Transit's Reasonable Modification Complaint Form. Seymour Transit investigates complaints received no more than 30 days after receipt. Seymour Transit will process complaints that are complete. Once the complaint is received, the complainant will receive an acknowledgement of receipt. If more information is needed to resolve the complaint, Seymour Transit may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to Seymour Transit.

If Seymour Transit is not contacted by the complainant or does not receive the additional information within 30 business days, the Seymour Transit may administratively close the complaint. In addition, a complaint may be administratively closed if the complainant no longer wishes to pursue their case.

After Seymour Transit investigates the complaint, a decision will be rendered in writing to the complainant. Seymour Transit will issue either a Letter of Closure or Letter of Finding.

- a. *Letter of Finding* – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explains what actions will be taken by Seymour Transit to address the complaint.
- b. *Letter of Closure* – This letter will explain why Seymour Transit has determined that the complaint does not merit accommodation under the Americans with Disabilities Act and that the complaint will be closed.

If the complainant disagrees with the decision Seymour Transit, an opportunity to appeal the decision may be pursued provided the complainant files notice of appeal within 21 days of the initial decision of Seymour Transit

In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

## Title VI Plan

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### Public Notification

The **Seymour Transit's** Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI

**City of Seymour  
(Seymour Transit)**

✓ The **Seymour Transit** operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Seymour Transit**.

For more information on the **Seymour Transit's** civil rights program, and the procedures to file a complaint, contact Human Resources, 812-522-4020; email [hr@seymourin.org](mailto:hr@seymourin.org) ; or visit our administrative office 301-309 N. Chestnut St. For more information, visit [www.seymourcity.com](http://www.seymourcity.com)

✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 812-522-4020

*Si se necesita informacion en otro idioma de contacto, 812-522-4020*

The **Seymour Transit's** Notice to the Public is posted in the following locations: (*check all that apply*)

- ✓ Agency website: [www.seymourcity.com](http://www.seymourcity.com)
- ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
- ✓ Inside vehicles
- ✓ Other, published as a legal notice in the paper