

The Procedure

If you believe that you have received discriminatory treatment by the PULASKI COUNTY HUMAN SERVICES on the basis of race, color, or national origin you have the right to file a complaint with the **PULASKI COUNTY HUMAN SERVICES Transit Manager**.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Pulaski County Human Services PO Box 32 Winamac, IN 46996

Att: Associate Director

Verbal complaints are accepted and transcribed by **the Associate Director**. To make a verbal complaint, call 574-946-6500 and ask for **Associate Director**.

PULASKI COUNTY HUMAN SERVICES investigates complaints received no more than **180 days after** the alleged incident. **PULASKI COUNTY HUMAN SERVICES** will process complaints that are complete. Once the complaint is received, **PULASKI COUNTY HUMAN SERVICES** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **PULASKI COUNTY HUMAN SERVICES**.

PULASKI COUNTY HUMAN SERVICES has up to **thirty days** to investigate the complaint. If more information is needed to resolve the case, the **PULASKI COUNTY HUMAN SERVICES** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If **PULASKI COUNTY HUMAN SERVICES**'s investigator is not contacted by the complainant or does not receive the additional information within thirty days, **PULASKI COUNTY HUMAN SERVICES** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued 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.

A LOF summarizes the allegations and the 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 ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590