



Civil Rights Complaint Form and Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, disability, age, religion, gender and/or veteran status by Laketransit/Geauga Transit may file a Civil Rights complaint by completing and submitting the agency's Civil Rights Complaint Form. Laketransit/Geauga Transit investigates complaints received no more than 180 days after the alleged incident. Laketransit/Geauga Transit will process complaints that are complete.

Once the complaint is received, Laketransit/Geauga Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Laketransit/Geauga Transit has ten (10) business days to investigate the complaint. If more information is needed to resolve the case, Laketransit/Geauga Transit may contact the complainant. The complainant has fifteen (15) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant, or does not receive the additional information within 10 business days following the timeframe from the complainant, Laketransit/Geauga Transit 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, they 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 Civil Rights violation and that the case will be closed. An 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, they have 15 business 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 FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

