



ADA & Title VI Complaint Process

Rolling Hills Transit is committed to providing services that are free from discrimination in accordance with the **Americans with Disabilities Act (ADA)** and **Title VI of the Civil Rights Act**, which prohibits discrimination based on disability, race, color, or national origin.

Filing a Complaint

Complaints must be filed within **180 calendar days** of the alleged incident

Complaints may be submitted through Rolling Hills Transit by contacting dispatch or the Transportation Director

Complaints must be complete and include sufficient information to process

Review & Acknowledgment

Rolling Hills Transit will review the complaint to determine jurisdiction or if it will be referred to MnDOT

A written acknowledgment will be sent confirming receipt and identifying who will handle the investigation

Investigation Process

Investigations will typically be completed within:

- **30 days (Title VI)**
- **Up to 60 days (ADA complaints)**

If additional information is needed:

- The complainant will be contacted
 - The complainant will have **15 business days** to respond
- Complaints may be administratively closed if:
 - Requested information is not provided
 - The complainant withdraws the complaint

Investigation Results

After review, one of the following will be issued:

- **Closure Letter** – No violation found; case is closed
- **Letter of Finding (LOF)** – Summarizes the investigation and outlines any corrective actions, staff training, or other measures

Appeals

Appeals must be submitted within:

- **15 days (Title VI)**
- **10 business days (ADA determinations)**
- Appeals will be reviewed and responded to by Rolling Hills Transit or the appropriate agency

Complaint Options

You may also file a complaint directly with:

SEMCAC Transportation Center

Rolling Hills Transit

400 Commerce Dr SE

Kasson, MN 55944

E-mail: rhtbus@semcac.org

Phone: (800) 528-7622

Minnesota Department of Transportation (MnDOT)

Office of Transit and Active Transportation (OTAT)

Attn: Compliance Coordinator
395 John Ireland Blvd., MS 430

St. Paul, MN 55155-1899

Email: jean.meyer@state.mn.us

Federal Transit Administration (FTA)

Office of Civil Rights – Complaint Team

1200 New Jersey Avenue, SE
Washington, DC 20590

Complete copies of all policies are available upon request at the Transportation Center.