

Discrimination Complaint Procedures

Huntington Area Transportation (HAT) has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color, or national origin by HAT may file a Title IV complaint by completing and submitting the agency's Title VI Complaint available at our administrative offices or on our website www.huntingtoncountycoa.org.

HAT will notify INDOT of all formal complaints within five business days of receiving the complaint.

The Procedure

If you believe that you have received discriminatory treatment by the HAT on the basis of race, color, or national origin you have the right to file a complaint with the HAT Transportation Coordinator.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Eric Garber
Huntington County Council on Aging
500 MacGahan St.
PO Box 5204
Huntington, IN 46750

Verbal complaints are accepted and transcribed by the Transportation Coordinator or Executive Director. To make a verbal complaint, call 260-356-3006 and ask for the Transportation Coordinator or Executive Director.

HAT investigates complaints received no more than 30 days after the alleged incident. HAT will process complaints that are complete. Once the complaint is received, HAT will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by HAT.

HAT has up to thirty days to investigate the complaint. If more information is needed to resolve the case, someone from HAT 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 HAT's investigator is not contacted by the complainant or does not receive the additional Information within thirty days, HAT 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