

Nondiscrimination Complaint Procedure

City of Mitchell/Palace Transit policies and procedures have been designed and implemented in accordance with applicable federal and state nondiscrimination statutes and regulations. The following process has been established to provide for the orderly and timely resolution of any complaints alleging discrimination.

The following complaint procedures are applicable to all City of Mitchell/Palace Transit program areas:

1. Any person or group claiming to be aggrieved by an unlawful discriminatory practice based on race, color, national origin, sex, age or disability may by himself/herself or through his/her legally authorized representative, make and sign a complaint and should file such complaint with the City of Mitchell Human Resources Department within 180 calendar days following the date of the alleged discriminatory action. All complaints will be filed with the City of Mitchell Human Resources Director who will evaluate the complaint and gather additional information from the complainant if necessary. The Senior Services Director will be notified of the complaint.
2. The Human Resources Director or designee has 30 calendar days to conduct an investigation of the allegations and prepare preliminary findings. Human Resources Director or designee may refer the matter to the appropriate program area to make every reasonable effort to resolve the complaint as quickly as possible or attempt informal resolution through other methods.
3. All complaints that cannot be quickly (within 30 calendar days from the preliminary findings being issued) resolved will be reviewed by a committee consisting of the Chief Executive Officer of City of Mitchell/Palace Transit or his or her designee, the Senior Services Director and the transit supervisor involved. The committee will hold an informal hearing with the complainant seeking resolution and will render a decision regarding the complaint within 15 working days of the hearing.
4. When the City of Mitchell/Palace Transit arrives upon a final decision regarding the complaint filed with the City of Mitchell/Palace Transit it will notify the complainant in writing of the decision and of the complainant's rights, if dissatisfied with the decision, to bring the matter to the attention of the South Dakota Department of Transportation, Civil Rights Program. The City of Mitchell/Palace Transit will advise the complainant of the name and address of the agency and/or individual to contact.
5. The City of Mitchell/Palace Transit will provide the South Dakota Department of Transportation, Civil Rights Program with a copy of the complaint along with any investigatory report within 60 calendar days of the filing of the complaint. The City of Mitchell/Palace Transit will also furnish the South Dakota Department of Transportation, Civil Rights Program a report indicating final disposition of the complaint within 5 working days of advising the complainant of the disposition.

The City of Mitchell/Palace Transit acting through the Senior Services Director, will expedite all discrimination complaints filed by individuals, business, group or institution. Information regarding the complaint process will be provided through City of Mitchell/Palace Transit publications, City of Mitchell/Palace Transit program activities, and individual personal contact with persons affected by City of Mitchell/Palace Transit activities.