

Montana Department of Transportation Title VI and ADA Complaint Procedures

Any person who believes that they have been subject to discrimination by the Montana Department of Transportation (MDT) or a Montana transit provider may file a complaint.

Title VI

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by MDT or a Montana transit provider may file a Title VI complaint by completing and submitting the agency's combined Title VI and ADA Discrimination Complaint Form.

Americans with Disabilities Act (ADA)

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, MDT ensures its services, vehicles, and facilities, as well as those of their subrecipients, are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability, including those denied a Reasonable Modification request, may file an ADA complaint by submitting the agency's combined Title VI and ADA Discrimination Complaint Form.

Procedures

You are not required to use the combined Title VI and ADA Discrimination Complaint Form for either type of complaint. Title VI and ADA Complaints can be filed by sending the information requested on the form via email to the address below. If you are unable to provide your complaint in writing, call the phone number below, and someone will take your complaint orally, or will dictate your complaint and send you a written copy to sign and file.

A complaint may also be filed by a representative on behalf of an individual or group. Title VI/ADA complaints must be filed within 180 days of the date of the alleged act of discrimination.

In your complaint, please provide details about how you believe you were discriminated against. Include all relevant names and dates. Attach any supporting documentation to your complaint. A representative from MDT or the transit provider will contact you within ten (10) business days of receipt of the complaint.

If your complaint is against a Montana transit provider, it is preferable to file the complaint directly with the provider. However, if you choose to file the complaint with MDT, MDT will forward the complaint to the transit provider for investigation. MDT will track your complaint and follow up to ensure you receive a response.

MDT or the transit provider has 60 days to investigate the complaint. If more information is needed to resolve the case, MDT or the transit provider may contact the complainant requesting further information. The complainant has 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 15 business days, the case can be administratively closed.

After the investigator reviews the complaint, MDT or the transit provider will issue one of two (2) 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 Title VI or ADA violation and that the case will be closed.
- A letter of finding (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 it must direct the appeal back to the original agency. The complainant has 30 days after receipt of the closure letter or the letter of finding to do so. The appeal will be investigated and decided by a party other than the official who issued the initial decision. Please contact the original agency in writing to state you would like to appeal the decision, and if any further information is needed, you will be contacted.

Written Title VI or ADA complaints, or any questions regarding Title VI or ADA protections, should be forwarded to:

Montana Department of Transportation
Office of Civil Rights
Email: mdtcrform@mt.gov
2701 Prospect Avenue
Helena, MT 59620
406-444-6334

A person may also file a complaint directly with:

Federal Transit Administration
Office of Program Oversight
1200 New Jersey Ave SE
Washington, DC 20590

Anyone needing an alternative format of this document should email MDT's ADA Coordinator at: mdtaccessibilityrequest@mt.gov or call 406-444-5416 or Montana Relay Service at 711.