

Title VII Complaint Process

West Central Mass Transit District uses the following, detailed internal procedure for prompt processing and resolution of all Title VII complaints received under Title VII of the Civil Rights Acts of 1964.

Any person who believes that he or she, individually, as a member of any specific class, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights Authorities has the right to file a complaint directly with:

- 1) West Central Mass Transit District's Equal Employment Opportunity Officer; or
- 2) the Illinois Department of Transportation Bureau of Civil Rights or;
- 3) the Equal Employment Opportunity Commission (EEOC) or;
- 4) the Illinois Department of Human Rights.

Complaints may be filed for discrimination based on: race, color, sex, religion, gender, national origin, age, political affiliation, marital status, disability, veteran status, retaliation, sexual orientation, gender identity, genetic information, or any other protected status under state and federal law. Individuals may file the complaint personally or it may be filed by a representative on behalf of such a person.

Filing a Formal Discrimination complaint with West Central Mass Transit District's Officer

1. Complaints filed directly with the Officer must be filed no later than one hundred and eighty (180) days following:
 - The date of the alleged act of discrimination; or
 - Where there has been a continuing course of conduct, the date on which that conduct was discovered.

The Officer may reasonably extend the time period up to 365 calendar days. West Central Mass Transit District may address incidents outside the required time frames.

2. Complaints shall be filed using the West Central Mass Transit District's Title VII Complaint Form available online at www.wcmtd.org or in the office of **Equal Employment Opportunity Officer** located at:

- West Central Mass Transit District
1120 W Walnut
Jacksonville, IL 62650
- West Central Mass Transit District
206 SW Cross
Mt. Sterling, IL 62353
- West Central Mass Transit District
39637 260th Ave
Pittsfield, IL 62363

- West Central Mass Transit District
8460 St. Lukes Drive
Beardstown, IL 62618).

Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.

Complaints should be directed to:
West Central Mass Transit District
Equal Employment Opportunity Officer
1120 W. Walnut
Jacksonville, IL 62650

3. Upon receipt of the signed complaint form, the Title VII Officer will log-in the complaint; determine the basis of the complaint, and authority/jurisdiction. The complaint will then be investigated by the Title VII Officer and/or another Certified Discrimination Investigator.
4. The Title VII Officer reviews and determines the appropriate action regarding every Title VII complaint. West Central Mass Transit District will not proceed with or continue a complaint investigation if:
 - a. The complaint is, on its face, without merit.
 - b. The same allegations and issues of the complaint have been addressed in a recently closed investigation or by previous federal court decisions.
 - c. The complainant's or injured party's refusal to cooperate (including refusal to give permission to disclose his or her identify) has made it impossible to investigate further.
5. Within ten (10) business days, the Title VII Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to be taken to process the allegations(s), and the complainant is advised of the other avenues of redress available, such as the Illinois Department of Human Rights, Illinois Department of Transportation, and/or the Equal Employment Opportunity Commission. The filing of a complaint with one of these entities does not prohibit filing with another. The notification letter contains:
 - a. The basis of the complaint.
 - b. A brief statement of the allegations(s) over which West Central Mass Transit District has jurisdiction.
 - c. A brief statement of the West Central Mass Transit District's jurisdiction over the recipient to investigate the complaint; and
 - d. An indication of when the parties will be contacted.
6. The Title VII Officer will conduct an in-depth, personal interview with the complainant(s). Information gathered in this interview includes: identification of each complainant by race, color, sex, religion, gender, national origin, age, political affiliation, marital status, disability, veteran status, retaliation, sexual orientation, gender identity,

genetic information, or any other protected status under state and federal law; name of the complainant; a complete statement concerning the nature of the complaint, including names, places, and incidents involved in the complaint; the date the complaint was filed; and any other pertinent information the investigation team feels is relevant to the complaint. The interviews are recorded either on audio tape or by taking notes. The Title VII Officer arranges for the complainant to read, make necessary changes to, and sign the interview transcripts or interview notes. Every effort will be made to obtain early resolution of complaints at the lowest possible level.

7. Within sixty (60) calendar days from the date the original complaint was received, the Title VII Officer will conduct and complete an investigation of the allegations(s) and based on the information obtained, will render a recommendation for action in a report of findings to the Executive Director, who shall issue a decision on the merits of the complaint. The Executive Director reviews the findings and recommendation. He/she may affirm, set aside, or alter the recommendation, or any part thereof, as he/she deems proper under the circumstances. Such review shall be confined to the record.
8. Within ninety (90) calendar days of receipt of the complaint, the Title VII Officer will send notification of the discrimination complaint final written decision to the complainant.
9. The complainant is authorized to view the investigative report if he/she requests after the investigation has been completed. All investigative reports shall be maintained as property of West Central Mass Transit District in a confidential manner, separate and apart from personnel records. Fees may be charged for copying and document search in accordance with the West Central Mass Transit District's policy and applicable law.
10. If, for some reason, the investigation cannot be completed within this timeframe, a status report shall be submitted to the complainant at this stage and the report shall follow upon completion.
11. The Officer will follow-up on the "Recommendations" of the final written decision with the complainant and parties involved after ninety (90) calendar days.
12. The Final Written Decision may provide for any of the following remedies:
 - a. No Action if, by a preponderance of the evidence, there is no merit to the complaint or the issue is not a civil rights issue
 - b. The Officer may conduct and coordinate conciliation efforts by conferring with the parties in an attempt to secure a settlement. A conciliation conference may be convened which all parties may attend in person or by a representative to propose, discuss, and agree to a resolution of the complaint.
 - c. Referral to the IDOT, IDHR, or the EEOC for mediation or similar resolution mechanism.

CONTACTS

The addresses and telephone numbers of IDOT's Bureau of Civil Rights, IDHR and the EEOC are as follows:

1. Illinois Department of Transportation
Bureau of Civil Rights
2300 Dirksen Parkway, Room 317
Springfield, Illinois 62764
(217) 782-2762
TTY (217) 524-4875

2. Illinois Department of Human Rights
222 South College, Room 101
Springfield, Illinois 62704
(217) 785-5100
TTY (866) 740-2953

3. Illinois Department of Human Rights
James R. Thompson Center
100 West Randolph Street, Suite 10-100
Chicago, Illinois 60601
(312) 814-6200

4. Illinois Department of Human Rights
Marion State Regional Office Building
2309 W. Main Street, Suite 112
Marion, Illinois 62959
(618) 993-7463
(618) 993-7464 (Fax)

5. The Equal Employment Opportunity Commission
500 West Madison Street, Suite 2800
Chicago, Illinois 60661
(312) 353-2713
TTY (312) 869-8001

6. The Equal Employment Opportunity Commission
1222 Spruce Street, Room 8-100
St. Louis, Missouri 63103
(314) 539-7800
TTY (314) 425-6547

West Central Mass Transit District ensures that no person or groups of persons shall, on the grounds of race, color, sex, religion, gender, national origin, age, political affiliation, marital status, disability, veteran status, retaliation, sexual orientation, gender identity, genetic information, or any other protected status under state and federal law be excluded from participation in, be denied benefits of, or be otherwise subject to discrimination under any and all programs, services, or activities administered by West Central Mass Transit District, its sub-recipients, and sub-contractors.