

Title VI Notice to the Public

- Bi-State Development operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Bi-State Development.
- For more information on Bi-State Development's civil rights program, and the procedures to file a complaint, contact (314) 335-3509; EEOCivilRights@bistatedev.org; or visit our administrative office at 211 N. Broadway, St. Louis, MO 63102.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
- If information is needed in another language, contact (314) 335-3509.

Title VI Complaint Process

Bi-State Development will process and investigate complaints from individuals alleging discrimination in Bi-State Development's programs or activities under Title VI of the Civil Rights Act of 1964. Race, color or national origin complaints alleging discrimination in programs or activities may be filed pursuant to the following procedures.

How to File a Complaint

Any person who believes that they have been discriminated against on the basis of race, color or national origin by Bi-State Development may file a Title VI complaint directly or through an authorized representative, by completing and submitting Bi-State Development's Title VI Complaint Form.

Bi-State Development will investigate complaints received no more than 180 days after the alleged incident.

The Title VI Complaint Form should be filed with:

Bi-State Development
EEO & Workforce Diversity Office
211 N. Broadway
Suite 700, Mail Stop 167
St. Louis, MO 63102

Complaint Acceptance

Once the complaint is received, Bi-State Development will review it to determine whether it has jurisdiction. The complainant will receive an acknowledgement letter within ten (10) days of our receipt of the complaint information informing him/her whether the complaint will be investigated by our office.

Investigations

Bi-State Development will promptly investigate all complaints of alleged discrimination on the basis of race, color or national origin in its services and programs within 60 days of receiving a complete complaint. The complainant may be contacted if additional information is needed to resolve the complaint. The complainant will have ten (10) business days from the date of contact to send requested information to Bi-State Development. Bi-State Development may choose to close a complaint if the requested information is not received within ten (10) business days. A complaint can also be administratively closed if the complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate with the investigation of the complaint.

Letters of Findings

After the investigation is complete, Bi-State Development will make a final decision and issue a letter to the complainant based on the investigation findings:

1. A letter of finding summarizing the allegations and indicating Bi-State Development did not find a violation of the Title VI regulations. This letter closes the case.
2. A letter of finding summarizing the allegations and indicating Bi-State Development's services or programs is in violations of the Title VI. The letter will also contain a brief description of remedies that will be taken to achieve compliance.

Right to Appeal

Complainant may appeal the final decision resulting from a Title VI investigation by submitting a written appeal to Bi-State Development no later than ten (10) business days after receipt of the final decision letter. The appeal must be submitted to the President of Bi-State Development at the following address: Office of the President, 211 N. Broadway, Suite 700, St. Louis, MO 63102.

Federal Transit Administrations (FTA)

A person may also file a complaint directly with the Federal Transit Administration's Office of Civil Rights at:

Federal Transit Administration (FTA)
Office of Civil Rights: Title VI Program Coordinator
East Building, 5th Floor TCR
1200 New Jersey Ave., SE
Washington, DC 20590



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity that receiving Federal financial assistance.”

Please provide the following information necessary in order to process your complaint. Complete this form and submit it to Bi-State Development, EEO & Workforce Diversity, 211 N. Broadway, Suite 700, Mail Stop #167, St. Louis, MO 63102 or email it to EEOCivilRights@bistatedev.org.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "Yes" to this question, go to Section III.				
If you answered "No", please supply the name and relationship of the person for whom you are filing this complaint:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	Yes	If "Yes", please select all that apply below.
		No
<input type="checkbox"/> Federal Agency: _____		
<input type="checkbox"/> State Agency: _____		
<input type="checkbox"/> Local Agency: _____		
<input type="checkbox"/> Federal Court: _____		
<input type="checkbox"/> State Court: _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency/Court:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form in person or mail to:

Bi-State Development
 EEO & Workforce Diversity Office
 211 N. Broadway
 Suite 700, Mail Stop 167
 St. Louis, MO 63102

EEOCivilRights@bistatedev.org

One Metropolitan Square
 211 North Broadway, Suite 700
 St. Louis, MO 63102-2759
BiStateDev.org