CIVIL RIGHTS COMPLAINT PROCEDURES
FOR METRO RIDE
DBE, EEO, TITLE VI, ENVIRONMENTAL JUSTICE

Adopted by the City of Wausau Transit Commission on July 18, 2019

This policy is intended to provide guidance to Metro Ride employees in dealing with complaints regarding the Disadvantaged Business Enterprise (DBE), Equal Employment Opportunity (EEO), Title VI and Environmental Justice (EJ).

All complaints regarding the aforementioned programs shall be dealt with as follows:

1. Complaints received shall be forwarded the Transit Director.

2. The Transit Director shall review the complaint and respond to the complainant in writing with ten (10) business days.

3. If the complaint cannot be resolved by the Transit Director, the complainant shall be informed in writing that the complaint has been forwarded as follows:

    a. EEO complaints will be forwarded to the Human Resources Director

    b. Title VI complaints will be forwarded to the Transit Commission

    c. DBE complaints will be forwarded to the Transit Commission

    d. Environmental Justice Complaints will be forwarded to the Transit Commission

4. A response to the complaint shall be issued by the appropriate authority within thirty (30) days after referral from the Transit Director.

5. A final written response to all Civil Rights complaints shall be issued within forty (40) days of receipt.