



Noble
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Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Noble, Inc. may file a Title VI complaint by completing and submitting Noble's Title VI Complaint Form by mail or fax to the attention of the Vice President of Safety, Risk Management and Compliance.

Noble investigates complaints received no more than 180 days after the alleged incident. Noble will process complaints that are complete. Complaint forms may be found on Noble's website or by calling Noble's Administrative Office at (317) 375-2700.

Once the complaint is received, Noble will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Noble has 60 days to investigate the complaint. If more information is needed to resolve the case, Noble may contact the complainant. The complainant has 10 business days from the date of the request letter to send requested information to the Vice President of Safety, Risk Management and Compliance. If the Vice President of Safety, Risk Management and Compliance is not contacted by the complainant or does not receive the additional information within 10 business days, Noble can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the Vice President of Safety, Risk Management and Compliance reviews the complaint, she/he will issue one of two 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 violation and that the case will be closed. An 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, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact (317) 375-2700.

Mail the completed Title VI Complaint form and any supporting documents to Noble's Compliance Department, 7701 E. 21st Street, Indianapolis, IN 46219. You may also fax them to 317-375-2719



Customer Service Complaint Action Form

Customer _____

Time and Date _____

Telephone _____

Originator and Department _____

Telephone _____

Situation Requiring Action: _____

Signature of Person Filling Out Form: _____

To: _____ Dept: _____ Date Received: _____

Action Taken: _____

Recommended Next Steps: _____

To: _____ Dept: _____ Date Received: _____

Action Taken: _____

Recommended Next Steps: _____

Chief Executive Officer: _____ Date: _____