



**Noble**  
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# Title VI Complaint Procedure

## YOUR RIGHTS ARE IMPORTANT TO US

Your rights are important to us. In accordance with Title VI of the Civil Rights Act of 1964, Noble operates its programs and services without regard to race, color or national origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint.

## TITLE VI COMPLAINT PROCEDURE

Noble's Title VI Complaint Form should be completed and mailed to:

Noble, Inc.

Attn: Vice President of Compliance & Operations

7701 E. 21<sup>st</sup> Street

Indianapolis, IN 46219

It can also be faxed to 317-375-2728.

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 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 Compliance & Operations. If the Vice President of Compliance & Operations 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 reviewing the complaint, the Vice President of Compliance & Operations 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 no 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, the complainant 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 this information is needed in another language, please contact 317-375-2700.

*Mail the completed Title VI Complaint Form and any supporting documents to Noble, Attn: Vice President of Compliance & Operations, 7701 E. 21<sup>st</sup> Street, Indianapolis, IN 46219. You may also fax them to 317-375-2728.*



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# Title VI Discrimination Complaint Form

\_\_\_\_\_  
Name of Complainant

\_\_\_\_\_  
Home/Cell Phone

\_\_\_\_\_  
Address, City, State, Zipcode

\_\_\_\_\_  
Email

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Person Discriminated Against (if other than Complainant)

\_\_\_\_\_  
Home/Cell Phone

\_\_\_\_\_  
Address, City, State Zipcode

\_\_\_\_\_  
Email

\_\_\_\_\_  
Work Phone

1. Specific Basis of Discrimination:  Race  Color  National Origin

2. Date of Alleged Discriminatory Acts: \_\_\_\_\_

3. Respondent (*person you believe discriminated against you*) \_\_\_\_\_  
Name or Operator ID

\_\_\_\_\_  
Position

\_\_\_\_\_  
Work Location

4. Describe how you believe you were discriminated, what happened and who was responsible. Attach additional sheets of paper if needed: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Did you file this complaint with another federal, state or local agency, or a federal or state court?  Yes  No  
If yes, the complaint was filed:  Federal Agency  Federal Court  State Agency  State Court  Local Agency

\_\_\_\_\_  
Name of Agency

\_\_\_\_\_  
Date Filed

6. Please provide the contact person's information for the additional agency or court:

\_\_\_\_\_  
Contact Person's Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Address, City, State Zipcode

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Date

Mail this form and any supporting documents to Noble, Attn: Vice President of Compliance & Operations,  
7701 E. 21<sup>st</sup> Street, Indianapolis, IN 46219. You may also fax them to 317-375-2728.