

PROCEDURES FOR FILING A COMPLAINT

The complaint procedures apply to the beneficiaries of Logan County Historical Society, Inc dba First Capital Trolley programs, activities and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Logan County Historical Society, Inc. dba First Capital Trolley may file a Title VI complaint by completing and submitting the agencies **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agencies website and in public areas of our agency.

You may download the Logan County Historical Society, Inc. dba First Capital Trolley Title VI complaint form at www.firstcapitaltrolley.com, or request a copy by writing to Post office Box 1512, Guthrie OK 73044. Information on how to file a title VI complaint may also be obtained by calling Logan County Historical Society, Inc. dba First Capital Trolley at (405) 282-6000.

You may file a signed dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number;
- Specific detailed information (how, why, and when) about the alledged act of discrimination; and
- Any other relevant information, including the names of any persons, if known the agency should contact for clarity of the allegations.

Please submit your complaint form to First Capital Trolley, Melissa Fesler, Coordinator, Post Office Box 1512, Guthrie, OK 73044.

COMPLAINT ACCEPTANCE: Logan County Historical Society, Inc. dba First Capital Trolley will process complaints that are complete. Once a completed Title VI Complaint Form is received, Logan County Historical Society, Inc. dba First Capital Trolley will review it to determine if Logan County Historical Society, Inc. dba First Capital Trolley has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Logan County Historical Society, Inc. dba First Capital Trolley.

INVESTIGATIONS: Logan County Historical Society, Inc. dba First Capital Trolley will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Logan County Historical Society, Inc. dba First Capital Trolley may contact the complainant. Unless a longer period is specified by Logan County Historical Society, Inc. dba First Capital Trolley, the complainant will have ten (10) days from the date of the letter to send requested information to the Logan County Historical Society, Inc. dba First Capital Trolley investigator assigned to the case. If the requested information is not received within the timeframe, the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to persue the case.

PROCEDURES FOR FILING A COMPLAINT CONTINUED

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant, a closure letter of finding (LOF).

- A Closure Letter: Summarizes the allegations and states that it was not a Title VI violation and that the case will be closed.
- A Letter of Finding: (LOF) Summarizes the allegations and provides an explanation of the corrective actions taken.

If the complainant disagrees with Logan County Historical Society, Inc dba First Capital Trolley determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the the reconsideration. Logan County Historical Society, Inc. dba First Capital Trolley will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Logan County Historical Society, Inc. dba First Capital Trolley will issue a determination letter to the complainant upon completion of the reconsideration review.

If information if needed in another language, contact Logan County Historical Society, Inc. dba First Capital Trolley at Post Office Box 1512, Guthrie OK 73044 or at (405) 282-6000.