

Title VI Complaint Procedure

The Village of Prairie du Sac's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Hard copy in the central office
 - Other, _____
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During the course of providing Shared Ride Taxi Service to the citizens of Sauk City/Village of Prairie Du Sac, circumstances may arise where a person feels they have been subject to discrimination. In an effort to establish a process whereby the complainant can submit a written complaint the Village Board of Prairie du Sac has approved the following process to assist in resolving a complaint.

The first step is for a complainant to fill out form DT2507, developed by the Wisconsin Department of Transportation, which is a Title VI Complaint Form. A copy of this form is posted on the Village of Prairie du Sac's website, under the Transportation/Sauk Prairie Taxi section as well as available at Village Hall, 335 Galena Street, Prairie du Sac WI 53578. This complaint should be filed within three (3) weeks of the alleged incident, so that it can be investigated in a timely manner. The completed form DT2507 will be forwarded to the Village Board of Prairie du Sac, c/o Clerk-Treasurer, 335 Galena St, Prairie du Sac WI 53578. The Clerk/Treasurer will then schedule a Village Board meeting within twenty-one (21) days of receipt of the complaint form. The Village Board will meet with the complainant and the service provider to cover the alleged incident and receive comments from both parties to try to come to some resolution of the allegations.

If a resolution cannot be reached at this level, the form and a copy of the Village Board Commission minutes will be forwarded to the Wisconsin Department of Transportation, Title VI Program Officer, 4802 Sheboygan Avenue, Room 451, P.O. Box 7965, Madison, WI 53707-7965 for resolution at a higher level.