

Title VI Complaint Procedure

The Lifeworks Services, Inc is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by Lifeworks Services, Inc. Lifeworks provides services in the following communities:

Cities: Albert Lea, Amboy, Andover, Anoka, Apple Valley, Arden Hills, Bloomington, Brooklyn Center, Brooklyn Park, Burnsville, Champlin, Chanhassen, Chaska, Coon Rapids, Corcoran, Cottage Grove, Crystal, Eagan, Eagle Lake, Eden Prairie, Edina, Elysian, Excelsior, Falcon Heights, Faribault, Farmington, Fridley, Golden Valley, Good Thunder, Hanover, Hastings, Hopkins, Inver Grove Heights, Janesville, Lake Crystal, Lakeville, Le Center, Le Sueur, Mankato, Maple Grove, Mapleton, Maplewood, Mendota, Mendota Heights, Minneapolis, Minnetonka, Mounds View, New Brighton, New Hope, Newport, Nicollet, North Mankato, Northfield, Oakdale, Osseo, Owatonna, Plymouth, Prior Lake, Ramsey, Red Wing, Richfield, Robbinsdale, Rogers, Rosemount, Roseville, St. Anthony, St. Louis Park, St. Michael, St. Paul, St. Paul Park, St. Peter, St. Stillwater, Savage, Shakopee, Shorewood, South St. Paul, Stillwater, Victoria, Waseca, Wayzata, West St. Paul, White Bear Lake, Woodbury

Counties: Anoka, Blue Earth, Carver, Dakota, Freeborn, Hennepin, Le Sueur, Nicollet, Ramsey, Scott, Stearns, Waseca, Washington, and Wright

One can file a Title VI complaint by completing and submitting the Lifeworks Services, Inc, Title VI Complaint Form. Lifeworks investigates complaints received no more than 180 days after the alleged incident. Lifeworks will process complaints that are complete.

Once the complaint is received, Lifeworks will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling.

Lifeworks Services, Inc and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, Lifeworks and/or MnDOT, contact the complainant. The complainant has 15 business days from the date of the written notification to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Lifeworks Services, Inc and/or MnDOT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two written documentations 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 MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899 or email complaint form to jean.meyer@state.mn.us. As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.