

COLE COUNTY RESIDENTIAL SERVICES, INC.

Procedure for Filing a Title VI/ADA Complaint

Filing a Title VI/ADA Complaint

The complaint procedures apply to the beneficiaries of CCRSI's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, national origin or disability by CCRSI may file a Title VI/ADA complaint by completing and submitting the agency's **Title VI/ADA Complaint Form**. Title VI/ADA 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/ADA complaint is posted on the website, and in public areas of our agency.

You may file a CCRSI Title VI/ADA Complaint by going to the agency website (www.ccrsi.org) or request a copy by calling 573-634-4555 or writing to: CCRSI, 1908 Boggs Creek Rd., Jefferson City, MO 65101. Information on how to file a Title VI/ADA complaint may also be obtained by calling CCRSI Executive Director at 573-634-4555, extension 305.

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 alleged act of discrimination.
- 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 Executive Director, CCRSI, 1908 Boggs Creek Rd., Jefferson City, MO 65101.

COMPLAINT ACCEPTANCE: Once a completed Title VI/ADA Complaint Form is received, CCRSI Executive Director will review it to determine if CCRSI has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by CCRSI.

Filing a Title VI/ADA Complaint, cont.

INVESTIGATIONS: CCRSI's goal is to complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, CCRSI may contact the complainant. Unless a longer period is specified by CCRSI, the complainant will have ten (10) days from the date of the letter to send requested information to the CCRSI investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

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

- A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with CCRSI's determination, the complainant may appeal by submitting the request in writing to the Title VI/ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the appeal. CCRSI will notify the complainant of the decision either to accept or reject the appeal within ten (10) days. In cases the appeal is granted, CCRSI will issue a determination letter to the complainant upon completion of the appeal process.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590 or the Regional FTA Office listed below.

If information is needed in another language, contact CCRSI Director of Administrative Services at 1908 Boggs Creek Rd., Jefferson City, MO 65101, or by calling 573-634-4555, extension 307.

<p>Jim Casey Executive Director and Nondiscrimination Coordinator 1908 Boggs Creek Road Jefferson City, MO 65101 Email: TitleVI@ccrsi.org Phone: 573-634-4555 Fax: 573-634-4352 Hearing Impaired: 573-634-4555</p>	<p>Federal Transit Administration, Office of Civil Rights, Region 7 901 Locust St, Suite 404 Kansas City, MO 64106 or Phone: 816-329-3920 Fax: 816-329-3921</p>
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