

## **West End YMCA Senior Transportation Programs**

### **Title VI Complaint Procedures**

As a recipient of federal dollars, the West End YMCA Senior Transportation program is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. The West End YMCA Senior Transportation Program has a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.18, dated October 1, 2012.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the West End YMCA Senior Transportation Program may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The West End YMCA Senior Transportation Program investigates complaints received no more than 180 days after the alleged incident. The West End YMCA Senior Transportation Program will only process complaints that are complete.

Within 10 business days of receiving the complaint, the West End YMCA Senior Transportation program will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office. The West End YMCA Senior Transportation Program has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, the West End YMCA Senior Transportation Program may contact the complainant. The complainant has 10 business days from the date of the letter 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, the West End YMCA Senior Transportation Program can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, he/she 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 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(s), or other action will occur. If the complainant wishes to appeal the decision, he/she has 10 business 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 Federal Transit Administration Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.