

## **TITLE VI COMPLAINT PROCEDURE (GENERAL REQUIREMENT)**

### **Title VI Complaint Procedure**

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

Once the complaint is received, Bi-County Services, Inc. will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Bi-County Services, Inc. has 30 days to investigate the complaint. If more information is needed to resolve the case, Bi-County Services, Inc. may contact the complainant. The complainant has 10 business days from the date of the acknowledgement 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, Bi-County Services, Inc. can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her case.

After the investigator reviews the complaint, she/he 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 or other action will occur. If the complainant wishes to appeal the decision, she/he has 5 days after the date of the letter or the LOF to do so.

If information is needed in another language or alternate format contact Marsha Nicholas, Human Resources Manager at (260) 824-1253 ext. 1015, [mnicholas@adifferentlight.com](mailto:mnicholas@adifferentlight.com).

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

## Title VI Complaint Form

<b>Section I:</b>			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
<b>Section II:</b>			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
<b>Section III:</b>			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex
<input type="checkbox"/> Age	<input type="checkbox"/> Disability	<input type="checkbox"/> Low Income	
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			
_____			
_____			
_____			
_____			

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
<b>Section VI</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

Please submit this form in person at the address below, or mail this form to:

Bi-County Services, Inc.  
 Marsha Nicholas, Human Resources Manager  
 425 East Harrison Road, Bluffton, IN 46714

## **APPENDIX 2: Title XI Notice to Public**

The Bi-County Services, Inc's Notice to the Public is as follows:

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Notifying the Public is as follows:

### **BI-COUNTY SERVICES INC.**

- Bi-County Services, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI, may file a complaint with Bi-County Services, Inc.
- For more information on Bi-County Services, Inc's civil rights program, and the procedures to file a complaint, contact:  
Marsha Nicholas, Human Resource Manager  
(260) 824-1253 ext 1015,  
mnicholas@adifferentlight.com  
or visit our administrative office at:  
425 East Harrison Road, Bluffton, IN. For more information, visit [www.bi-countyservices.com](http://www.bi-countyservices.com)
- A complainant may file a complaint with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title XI Program Coordinator, East Building, 5th Floor-TCR, 12 New Jersey Avenue SE, Washington, DC 20590.
- If information is needed in another language, contact:  
Marsha Nicholas, Human Resource Manager  
(260) 824-1253 ext 1015,  
mnicholas@adifferentlight.com  
or visit our administrative office at:  
425 East Harrison Road, Bluffton, IN