

## **TITLE VI PUBLIC NOTICE AND COMPLAINT PROCEDURES**

Metropolitan Family Service posts the Title VI public notice on the agency website, in all vehicles, and in the administrative offices. Metropolitan Family Service's Title VI complaint form and procedures are also available on the agency website. The Complaint Form is located in Attachment B, Attachment C shows the vehicle notice, and Attachment D is the Complaint Tracking form. Metropolitan Family Service shall follow the internal procedure for reviewing complaints set forth below:

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Metropolitan Family Service may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. In order for Metropolitan Family Service to investigate, complaints must be received no more than 180 days after the alleged incident. Metropolitan Family Service will only process complaints that are complete. If an incomplete complaint is received, Metropolitan Family Service will work with the person to resolve the issue.

Once the complaint is received, Metropolitan Family Service will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him/them whether the complaint will be investigated by our office.

Metropolitan Family Service will generally complete an investigation within 90 days of receipt of a completed complaint form. If more information is needed to resolve the case, Metropolitan Family Service may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Chief Human Resources Officer.

If the Chief Human Resources Officer is not contacted by the complainant or does not receive the additional information within 10 business days, Metropolitan Family Service can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After Metropolitan Family Service reviews the complaint, the Chief Human Resources Officer 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/they has 10 business days after the date of the letter or the LOF to do so.

All Appeals will be reviewed by Metropolitan Family Service's Board of Directors.

A person may also file a complaint directly with the Federal Transit Administration, at:

FTA Office of Civil Rights

Attention: Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR

1200 New Jersey Avenue SE

Washington, DC 20590

[http://www.fta.dot.gov/contact\\_us.html](http://www.fta.dot.gov/contact_us.html)

TTY: 1-800-877-8339

Voice: 1-866-377-642

VCO: 1-877-877-6280