

The following information outlines ABiLITY's, Title VI complaint procedures related to providing programs, services and benefits. These procedures do not deny a complainant the right to file a formal grievance. Complainants have a right to make a complaint directly to the appropriate state or federal agency, such as the Missouri Commission on Human Rights, Equal Employment Opportunity Commission and Federal Transit Administration (FTA) or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind.

Any person who believes they have been discriminated against on the basis of race, color, or national origin by ABiLITY may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

You may download the ABiLITY Title VI Complaint Form at <https://abilityds.org> or request a copy by writing to *Director of Community Supports*- 530 South Main Street, Saint Clair MO. 63077. Information on how to file a Title VI complaint may also be obtained by calling Community Supports Director at 636-583-5801 ext. 1225.

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:

ABiLITY

RE: Community Supports Director

530 South Main Street

Saint Clair MO. 63077

COMPLAINT ACCEPTANCE: ABiLITY will process complaints that are complete. Once a completed Title VI Complaint Form is received, ABiLITY will review it to determine if ABiLITY has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by ABiLITY.

INVESTIGATIONS: ABiLITY will complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, ABiLITY may contact the complainant. Unless a longer period is specified by ABiLITY, the complainant will have ten (10) days from the date of the letter to send the requested information to the 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 investigator reviews the complaint, the Title VI 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 violation and that the case will be closed.

- A Letter of Finding (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 disagrees with ABiLITY's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. ABiLITY will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, ABiLITY will issue a determination letter to the complainant upon completion of the reconsideration review.

-A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

ABiLITY will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact the Director of Community Supports at 636-583-5801 ext. 1225, or at 530 South Main Street, Saint Clair, MO. 63077.

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Every effort will be made to obtain early resolution of complaints. The option of an informal meeting(s) between the affected parties and the Title VI Coordinator maybe utilized to facilitate such resolution.