

## **Title VI Notice to the Public For Community Opportunities Transportation Services**

This notice and Complaint Procedures/Forms are posted on our agency website at [www.communityopportunities.us](http://www.communityopportunities.us). [This notice](#) is also posted in both our agency public facilities.

Community Opportunities hereby gives public notice of its policy to uphold and assure full voluntary compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI statutes prohibit discrimination and require that no person in the United States of America shall, on the grounds of race, color or national be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance, such as the vehicle grants we receive for transportation services for our clients from MoDot. It is the policy of the Community Opportunities to abide by all United States and Missouri State laws Department of Mental Health –Division of Developmental Disabilities requirements applicable to discrimination and harassment. In accordance with those laws and policies, all staff of Community Opportunities will be responsible for maintaining an environment inclusive of its public services, programs and activities that is free of discrimination and harassment, including Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes.

Any person who believes they have been aggrieved by a Title VI violation has a right to file a formal complaint with Community Opportunities, Title VI/Civil Rights Coordinator P.O. Box 420 Troy, Missouri 63379 or call 636/462-7695 ext. 104. Any such complaint must be in writing and submitted within one hundred eighty (180) days following the date of the alleged occurrence.

If the public has any questions concerning Title VI OR wishes to file a complaint, they can contact:

Community Opportunities  
Title VI/Civil Rights Coordinator  
P.O. Box 420  
Troy, Missouri 63379

#### **D. Procedures for Filing a Title VI Complaint**

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: Community Opportunities, Title VI/Civil Rights Coordinator  
P.O. Box 420 Troy, Missouri 63379.

COMPLAINT ACCEPTANCE: Community Opportunities, herein also referred to as 'the agency', will process complaints that are complete. Once a completed Title VI Complaint Form (**Attachment 1**) is received, the agency will review it and send the complainant an acknowledgement letter informing them whether or not the complaint will be investigated by Community Opportunities (pending jurisdiction of alleged occurrence).

INVESTIGATIONS: The agency will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, the agency may contact the complainant. Unless a longer period is specified by the agency, the complainant will have ten (10) days from the date of the letter to send requested information to the agency 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 provides an explanation of the corrective action taken.

If the complainant disagrees with Community Opportunities' 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. The agency 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, the agency will issue a determination letter to the complainant upon completion of the reconsideration review.

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. If information is needed in another language, contact Community Opportunities at address listed above.

# **Title VI Complaint Form for Transportation Services Provided by Community Opportunities**

Community Opportunities is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI/Civil Rights Coordinator by calling (636) 462-7695. The completed form must be returned to: Community Opportunities Title VI/Civil Rights Coordinator, P.O. Box 420, Troy, Missouri 63379.

**Please check the reason(s) for which you believe you were discriminated:**

- Race
- Color
- National Origin (Limited English Proficiency)

<b>Name:</b>
<b>Street Address, City, State and Zip:</b>
<b>Phone Number &amp; Email Address:</b>
<b>Alternate Phone Number:</b>
<b>Name of person(s) discriminated against (if someone other than complainant):</b>
<b>Street Address, City, State and Zip:</b>
<b>Phone Number &amp; Email Address:</b>
<b>Alternate Phone Number:</b>

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**Date of Incident:** \_\_\_\_\_

Please describe the alleged discrimination incident. Provide the name and title of all individuals involved if available. Explain what happened and who you believe was responsible. You may attach any written materials or other information that you believe is relevant to your complaint.

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**Please list any witness(es) to the alleged discrimination:**

**What corrective action would you like to see taken?**

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**Have you filed a complaint with any other federal, state or local agency/ agencies/ court(s)?**  
 Yes     No

**If so, please list the agencies in which you filed a complaint and provide their contact information:**

*I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.*

\_\_\_\_\_  
**Complainant's Signature/Date**

\_\_\_\_\_  
**Print Name of Complainant/Date**