

## **The Arc of Litchfield County, Inc. (LARC)**

### **TITLE VI COMPLAINT PROCESS**

#### **Tracking and Investigating Title VI Complaints**

All Title VI complaints will be filed in accordance with the following Title VI Complaint Procedures:

Any person alleging to be aggrieved by a discriminatory practice may in person or through a legal representative, obtain a Title VI Complaint Reporting Form, from the LARC website or from LARC Personnel Department. The completed form must be filed with the LARC Title VI Coordinator within 180 days following the date of the alleged discriminatory action or the date when the person(s) became aware of the alleged discriminatory action. The LARC Title VI Coordinator may complete the Complaint Reporting Form and attach the complainant's letter. If the LARC Title VI Coordinator receives a complaint orally or electronically the complainant will be contacted for confirmation and a signature, if needed. The complainant will be advised of his/her rights under Title VI, and related statutes.

Complaints must be in writing, signed by the complainant or a representative, and include the complainant's name, address, and telephone number, or other means by which the complainant may be contacted. Complaints shall explain as fully as possible the facts and circumstances surrounding the alleged discriminatory action, and identify the individual(s) and/or organization(s) responsible for the alleged discriminatory action.

In cases where the complainant will be assisted in converting an oral complaint into a written complaint, the complainant is required to sign the written complaint. Signed allegations of discrimination received by facsimile or e-mail will be acknowledged and processed. Complaints received by telephone will be put in writing and provided to the complainant for confirmation, revision, and signature before processing.

The LARC Title VI Coordinator receiving the written complaint will review the complaint to ensure that the required information is provided, the complaint is timely, and is within the appropriate jurisdiction. The complaint will be accepted unless it is withdrawn, is not filed within the allowed time period, or the complainant fails to provide required information after a written request for omitted/ additional information. If the complaint does not fall within Title VI, the LARC Title VI Coordinator will pass the complaint to the HR department for review. The complaint investigation will be completed within forty days of receipt.

Once a Title VI complaint has been confirmed, the Title VI Coordinator will submit a letter to ConnDOT as notification that a Title VI complaint is under investigation.

Issues that do not involve discrimination or are not based upon a protected basis pursuant to Title VI will not be processed as a Title VI complaint. Individuals will not be discouraged from filing a written complaint.

The LARC Title VI Coordinator will utilize the Title VI Complaint Investigation Report (IR) form conducting an investigation and upon completion will present the findings and a plan of correction to the LARC Executive Director.

After review and approval, the Executive Director will instruct the LARC Title VI Coordinator to implement the plan of correction, record the investigation in the Title VI Complaint Log and file all information for future reporting in the DOT Annual Report Survey.

Within ten working days of the Executive Director's approval, the Title VI Coordinator will respond to the complainant with the investigation results.

A copy of the complaint and investigative report (IR) will be sent to the FTA Civil Rights Specialist, within sixty days of the receipt of the complaint.

### **Complaints filed directly with ConnDOT**

Written complaints filed with ConnDOT, in which LARC is named as the Respondent, will be analyzed and investigated by ConnDOT. When LARC is informed of the investigation by ConnDOT, it will conduct its own investigation. The Title VI Coordinator will forward a copy of the complaint and the Title VI Investigative Report to the FTA Civil Rights Coordinator within sixty days of the complaint being received by LARC. A complaint log will be maintained for all complaints filed with and investigated by ConnDOT. The investigation will be completed within forty days of receipt.

### **Complaints file directly with FTA**

Written complaints filed with the FTA, in which LARC is named as the Respondent, will be analyzed and investigated by FTA. When LARC is informed of the investigation by FTA, it will conduct its own investigation. The Title VI Coordinator will forward a copy of the complaint and the Title VI Investigative Report to the FTA Civil Rights Coordinator within sixty working days of the complaint being received by LARC. A complaint log will be maintained for all complaints filed with and investigated by FTA. The investigation will be completed within forty days of receipt.

### **Complaints filed against ConnDOT**

Written complaints filed against ConnDOT, in which ConnDOT is named as the Respondent, will be forwarded to the FTA for processing. FTA will analyze and investigate the allegations and the complainant will be notified by FTA of the status of the complaint.

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