

## **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 the Coalition for Independent Living Options, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Coalition for Independent Living Options, Inc. investigates complaints received no more than 180 days after the alleged incident. The Coalition for Independent Living Options, Inc. will only process complaints that are complete.

Once the complaint is received, the Coalition for Independent Living Options, Inc. will review it to determine if our agency has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our agency.

The Coalition for Independent Living Options, Inc. has 60 days to investigate the complaint. If more information is needed to resolve the case, the Coalition for Independent Living Options, Inc. may contact the complainant. The complainant has 20 business days from the date of the 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 20 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their 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 20 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590 or with Disability Rights Florida through their Client Assistance Program at 2728 Centerview Drive, Suite 120, Tallahassee, Florida 32301(800-342-0828; 800-346-4127 (TDD))