

The Arc of the Ozarks Procedure for Filing a Title VI/ADA Complaint

Filing a Title VI/ADA Complaint

The complaint procedures apply to the beneficiaries of The Arc of the Ozarks programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by The Arc of the Ozarks may file a Title VI/ADA complaint by completing and submitting the agency's **Title VI/ADA Complaint Form**. Title VI/ADA complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI/ADA complaint is posted on our agency's website, and in public areas of our agency.

You may download the The Arc of the Ozarks Title VI/ADA Complaint Form at www.thearcoftheozarks.org, or request a copy by writing to 1501 E. Pythian, Springfield, MO 65802. Information on how to file a Title VI/ADA complaint may also be obtained by calling The Arc of the Ozarks at 417-864-7887.

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 Marybeth Kleinsasser, Vice-President of Human Resources, 1501 E. Pythian, Springfield, MO 65802.

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

INVESTIGATIONS: The Arc of the Ozarks 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 Arc of the Ozarks may contact the complainant. Unless a longer period is specified by The Arc of the Ozarks, the complainant will have ten (10) days from the date of the letter to send requested information to The Arc of the Ozarks 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/ADA investigator reviews the complaint, the Title VI/ADA 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/ADA 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 The Arc of the Ozarks' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI/ADA 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 Arc of the Ozarks 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 Arc of the Ozarks 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 Marybeth Kleinsasser at 1501 E. Pythian, Springfield, MO 65802 or at 417-864-7887.