

## **Title VI Complaint Procedure**

Any individual, group of individuals or entity that believes they have been discriminated against on the

basis of race, color, or national origin by Choices in Community Living may file a Title VI complaint by

completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be

subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have

been subjected to intimidation or retaliation can file a complaint of retaliation following the same

procedure for filing a discrimination complaint.

A complaint must be filed with Choices in Community Living no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was

discontinued of the latest instance of the conduct.

Once the complaint is received, Choices in Community Living will review it to determine if our office has

jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire

Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an

acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Choices in Community Living has 45 days to investigate the complaint. If more information is needed to

resolve the case, Choices in Community Living may contact the complainant requesting further

information. The complainant has 15 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 15 business days, Choices in

Community Living can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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.

✓ 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 wishes to appeal the decision it must direct the appeal to the agency initially. The

complainant has 15 days after the date of the closure letter or the letter of finding to do so. If there is

outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information

will be included in the letter.

A person may also file a complaint directly with the: Ohio Department of Transportation, Attn: Office of

Opportunity, Diversity and Inclusion 1980 West Broad Street, Mailstop 3270, Columbus,  
OH 43223

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East  
Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 937-222-8200.