

Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of New Horizons Community Support Services, Inc.'s 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 New Horizons Community Support Services, Inc. may file a Title VI complaint by completing and submitting the **New Horizons Title VI Complaint Form** (see Attachment 1). Title VI 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 complaint is posted on our agency's website <https://www.mo-newhorizons.com/title-vi-notice/>, in public areas of our agency, within the transit or paratransit vehicles..

You may download the New Horizons Community Support Services, Inc. Title VI Complaint Form at <https://www.mo-newhorizons.com/title-vi-notice/>, or request a copy by writing to the Human Resource Specialist, 2013 William Street, Jefferson City, Missouri 65109. Information on how to file a Title VI complaint may also be obtained by calling the Human Resource Specialist at 573-636-8108 or requesting the form from any New Horizons staff.

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 New Horizons Community Support Services, Inc., attn: Human Resources, 2013 William Street, Jefferson City, MO 65109, or email TitleVI@mo-newhorizons.com.

COMPLAINT ACCEPTANCE: New Horizons Community Support Services, Inc. will process complaints that are complete. Once a completed Title VI Complaint Form is received, New Horizons Community Support Services, Inc. will review it to determine if New Horizons Community Support Services, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by NHCSS.

INVESTIGATIONS: New Horizons Community Support Services, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, New Horizons Community Support Services, Inc. may contact the complainant. Unless a longer period is specified by New Horizons Community Support Services, Inc., the complainant will have ten (10) days from the date of the letter to send requested information to the New Horizons Community Support Services, Inc. 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 New Horizons Community Support Services, Inc.'s 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. New Horizons Community Support Services, Inc. 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, New Horizons Community Support Services, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

-A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

New Horizons Community Support Services, Inc. will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact our HR Specialist at New Horizons Community Support Services, Inc., 2013 William Street, Jefferson City, MO 65109, or at (573) 636-8108, ext. 333.

Si necesita información en otra lengua, comuníquese con nuestro especialista de Recursos Humanos de New Horizons Community Support Services, Inc., 2013 William Street, Jefferson City, MO 65109 [Estados Unidos], o al (573) 636-8108 o TitleVI@mo-newhorizons.com

如需其他语言的相关信息，请联系 NHCSS 人力资源专员，地址：2013 William Street, Jefferson City, MO 65109, 电话：（573）636-8108, 邮箱：TitleVI@mo-newhorizons.com。