

Hancock County Senior Services (RIDE Hancock) Title VI Complaint Procedures

It shall be the practice of Hancock County Senior Services (RIDE Hancock) to have a complaint procedure which prohibits discrimination on the basis of race, color, national origin, sex, age, disability or low-income status.

Hancock County Senior Services, Inc is a recipient of federal financial assistance from the US Department of Transportation and Federal Highway Administration (FHWA). As a recipient, Hancock County Senior Services, Inc operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and the DOT Title VI regulations found in 49 CFR Part 21.

While the Title VI law only prohibits discrimination on the basis of race, color, and national origin, the FHWA Title VI Program incorporates related statutes that have been passed since 1964 and, therefore, prohibits discrimination on the basis of race, color, national origin, sex, age, and disability. Therefore, Hancock County Senior Services, Inc also operates its programs and services without regard to sex, age, or disability.

Any person who believes they experienced discrimination on the basis of race, color, national origin, sex, age, or disability may file a complaint with Hancock County Senior Services, Inc.

This procedure is made available any unlawful discriminatory to all individuals who believe he or she has been aggrieved by practice in accordance with Federal Transit Administration (FTA) Title VI & Federal Highway Administration (FHWA) Requirements and Guidelines.

The Hancock County Senior Services (RIDE Hancock) Transportation System Title VI Complaint Procedure is made available in the following locations:

- Agency website: www.hcssi.org
- Public areas of the agency office (common area or public meeting rooms, etc.)
- Inside vehicles
- Rider Guides/Schedules

Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, age, disability or low-income status by the Hancock County Senior Services (RIDE Hancock) may file a Title VI complaint by completing and submitting the agency's Title VI & ADA Complaint Form to the agency's Chief Executive Officer (CEO). Hancock County Senior Services (RIDE Hancock) investigates complaints received no more than 180 days after the alleged incident. Hancock County Senior Services (RIDE Hancock) will process complaints that are complete.

Once the complaint is received, Hancock County Senior Services (RIDE Hancock) will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Hancock County Senior Services (RIDE Hancock) has five (5) days to investigate the complaint. If more information is needed to resolve the case, Hancock County Senior Services (RIDE Hancock) may contact the complainant. The complainant has five (5) business days from the date of the acknowledgement 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 five (5) business days, Hancock County Senior Services (RIDE Hancock) can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her 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 fifteen (15) days after the date of the letter or the LOF to do so.

Hancock County Senior Services (RIDE Hancock) shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, national origin, sex, age, disability or low-income status, which shall include data on the following: Any known active investigations conducted by Federal Transit Administration (FTA), Federal Highway Administration (FHWA) and entities other than FTA and FHWA; Lawsuits; and Complaints naming Hancock County Senior Services (RIDE Hancock) and/or Section 5307 Sub-Recipient, Hancock County Senior Services (RIDE Hancock).

A person may file a complaint directly with:

Hancock County Senior Services (RIDE Hancock) Executive Director, Suzanne Derengowski, at Hancock County Senior Services (RIDE Hancock), 1870 Fields Blvd., Greenfield, IN 46140. Contact number: 317-462-3758 Email: suzanned@hcssi.org.

Federal Transit Administration (FTA), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Federal Highway administration (FHWA) at FHWA Office, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language or mode of communication, then contact: 1-866-573-0817. For Hearing Impaired or Spanish, call Relay Indiana: Dial 711

Si se necesita información en otro idioma o modo de comunicación, a continuación, póngase en contacto con: 1-866-573-0817. Para personas con problemas auditivos o español, llamada de retransmisión Relay Indiana: Marque 711