

Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Choices for People'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 Choices for People may file a Title VI complaint by completing and submitting the Title VI Complaint Form. 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 website, in public areas of our agency, and on our buses and/or paratransit vehicles.

You may download the Choice for People Title VI Complaint Form at <https://choicesforpeople.org/wp-content/uploads/2025/03/2025.03-Title-VI-Complaint-Form.pdf> or request a copy by writing to Choices for People. Information on how to file a Title VI complaint may also be obtained by calling Matthew Evans, CEO, at 573-364-7444.

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 Choices for People at 1840 Hwy 72 E, Rolla, MO 65401.

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

INVESTIGATIONS: Choices for People will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Choices for People may contact the complainant. Unless a longer period is specified by Choices for People, the complainant will have ten (10) days from the date of the letter to send requested information to the Choices for People 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 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 disagrees with Choices for People'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. Choices for People 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, Choices for People 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), including but not limited to, 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.

Choices for People will notify the Missouri Department of Transportation Title VI Civil Rights Coordinator of all Discrimination complaints within **72 hours** via telephone at the External Civil Rights mainline at (573) 526-2978; or email at TitleVI@modot.mo.gov.

If information is needed in another language, contact Matthew Evans, CEO, at Choices for People, 1840 Hwy 72 E., Rolla, MO 65401, or at 573-364-7444.