

HCS Transportation Program

Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, for alleged discrimination in any program administered by the Transportation Program at the VNA at HCS.

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the VNA at HCS, may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form to the following address:

Corporate Compliance Officer
VNA at HCS
312 Marlboro Street
Keene, NH 03431
Phone: 603-352-2253 Fax 603-358-3904
jmack@hcsservices.org

The following steps will be taken to resolve complaints filed under Title VI and related statutes:

1. A complaint must be filed with the VNA at HCS no later than 180 days after the following:
 - A. The date of the alleged act of discrimination;
 - B. The date when the person(s) became aware of the alleged discrimination;
 - C. Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.
2. The complaint will be in writing and signed by the individual or his/her legal representative, and will include the Complainant's name, address, telephone number, the name of the alleged discriminating official, the basis for the complaint (race, color or national origin) and the date of the alleged act (s). A statement detailing the facts and circumstances of the alleged discrimination must be included.
3. Once the complaint is received, the VNA at HCS 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 within 10 days. 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.
4. The VNA at HCS has 45 days to investigate the complaint. If more information is needed to resolve the case, the VNA at HCS may contact the complainant requesting further information. The complainant has 20 business days from the date of the letter to send the 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 20 business days, the VNA at HCS can administratively close the case.

5. 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.
6. If the complainant wishes to appeal the decision it must direct the appeal to the VNA at HCS initially. The complainant has 30 days after the date of the closure letter or the letter of finding to do so.
7. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or seek private counsel for complaints alleging discrimination. If there is outstanding concern, the appeal may be directed to the State of New Hampshire Department of Transportation or Federal Transit Authority. The appeal process information will be included in the letter. A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov Or Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.