

MENDOTA AREA SENIOR SERVICES, INC.

TITLE VI PROCEDURES

Date Last Updated: August/2014

Title VI of the 1964 Civil Rights Act requires that *“No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”*

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by Mendota Area Senior Services, Inc. may file a complaint by completing and submitting Mendota Area Senior Services, Inc. the Title VI Complaint form.

How do you file a complaint?

You may download the Mendota Area Senior Services, Inc. Title VI Complaint Form at www.mendotaareaseeniorservices.org, or request a copy by writing Mendota Area Senior Services, Inc. 1901 Tom Merwin Drive Mendota, IL 61342 or by phoning 815-539-7700.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number [See question 1 of the complaint form];
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information [See questions 7, 8, 9, and 10 of the complaint form]; and
- The names of any persons, if known, whom the director could contact for clarity of your allegations [See question 11 of the complaint form].

Please submit your complaint form to address listed below:

Rayanne M. Sester, Executive Director
Mendota Area Senior Services, Inc.
1901 Tom Merwin Drive
Mendota, IL 61342

How will your complaint be handled?

Mendota Area Senior Services, Inc. investigates complaints received no more than 180 days after the alleged incident. Mendota Area Senior Services, Inc. will process complaints that are complete. Once a completed complaint is received, Mendota Area Senior Services, Inc. will review it to determine if Mendota Area Senior Services, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Mendota Area Senior Services, Inc.

Mendota Area Senior 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, Mendota Area Senior Services, Inc. may contact the complainant. Unless a longer period is specified by Mendota Area Senior services, Inc., the complainant will have ten [10] days from the date of the letter to send requested information to the Mendota Area Senior Services, Inc. investigator assigned to the case.

If Mendota Area Senior Services, Inc. investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Mendota Area Senior Services, Inc.

may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Mendota Area Senior Services, Inc. will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Mendota Area Senior Services, Inc. determination, he/she may request reconsideration by submitting a request in writing to Mendota Area Senior Services, Inc. Executive Director within seven [7] days after the date of Mendota Area Senior Services, Inc. letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. If information is needed in another language, then contact Mendota Area Senior Services, Inc. at 815-539-7700.