

## Title VI Complaint Procedure – H.A.T.S., Inc.

1. These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by H.A.T.S., Inc. or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

2. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complaint.

3. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Officer may be utilized for resolution, at any stage of the process. The Title VI Officer will make every effort to pursue a resolution of the complaint. Initial reviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

- a. Any individual, group of individuals, or entity that believes that they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the H.A.T.S.' Title VI Officer. A formal complaint must be filed within **180 calendar days** of the *alleged occurrence* or *when the alleged discrimination became known* to the complainant. The complaint must meet the following requirements:
  - Complaint shall be in writing and signed by the complainant(s);
  - Include the date of the alleged act of discrimination (date when the complainant became aware of the alleged discrimination or the date on which the conduct was discontinued or the latest instance of the conduct);
  - Present a detailed description of the issues, including the names and job titles of those individuals perceived as parties in the complained-of incident;
  - Must involve a covered basis such as race, color, national origin;
  - Must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
  - Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for H.A.T.S., Inc. to be able to process it;
  - Allegations received by telephone will be reduced to writing and provided to the complainant(s) for confirmation or revision before processing. *Note: A complaint form will be forwarded to the complainant(s) for him/her to complete, sign, and return to the Title VI Officer for processing.*

b. Upon receipt of the complaint, the Title VI Officer will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint, if appropriate. Complaints against H.A.T.S., Inc. will be referred to the appropriate State or Federal agency for proper disposition pursuant to their procedures.

c. A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint;
- The complainant fails to respond to repeated questions for additional information needed to process the complaint;
- The complainant cannot be located after reasonable attempts.

d. Once the Title VI Officer accepts the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within **7 calendar days**. The complaint will receive a **case number** and will be logged into H.A.T.S.' records identifying its basis and alleged harm.

e. In cases where H.A.T.S., Inc. assumes the investigation of the complaint, the Title VI Officer will provide the complainant with the opportunity to respond to the allegations in writing. The complainant will have **10 calendar days** from the date of the Title VI Officer's written notification of acceptance of the complaint to furnish his/her response to the allegation.

f. The final investigative report and a copy of the complaint will be forwarded to the appropriate State and Federal Agency and affected parties within **60 calendar days** of the acceptance of the complaint.

g. If the complainant is not satisfied with the results of the investigation the complainant will be advised of the right to appeal to the appropriate State or Federal Agency.

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END OF PROCEDURE