

B3. Title VI Complaint Procedures and Complaint Form

THE ARC COLUMBIA-SARATOGA's Title VI Complaint Procedure is available in the following locations:

- Agency website at: www.coarc.org & www.saratogabridges.org
- Hard copy in the central office
- In client intake materials
- ☐ Other

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix 2*) to the address below.

THE ARC COLUMBIA-SARATOGA
Title VI Coordinator
Chief Quality & Compliance Officer
mbrodowski@arccs.org
Columbia office: 518-672-4451 ext. 2263
Saratoga office: 518-587-0723 ext. 1229

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. THE ARC COLUMBIA-SARATOGA will make reasonable modifications and take information verbally if the complainant requires this accommodation.

THE ARC COLUMBIA-SARATOGA investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, THE ARC COLUMBIA-SARATOGA will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if THE ARC COLUMBIA-SARATOGA has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide additional information.
7. If THE ARC COLUMBIA-SARATOGA is not contacted by the complainant or does not receive additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigation process has been completed, the THE ARC COLUMBIA-SARATOGA will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case would be closed. (*Appendix 4*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff members, or other action will occur. (*Appendix 5*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the letter of the closure or the LOF.

Filing complaints with THE ARC COLUMBIA-SARATOGA enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact THE ARC COLUMBIA-SARATOGA at 518-672-4451 ext 2263.

Si se necesita información en otro idioma, por favor contacto, 518-672-4451 ext 2263.

APPENDIX 2: Title VI Complaint Form

THE ARC COLUMBIA-SARATOGA Title VI and ADA Complaint Form

Section I:				
Your Name:				
Address:				
Telephone (Home):			Telephone (Work/Mobile):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
<i>*If you answered "yes" to this question, go to Section III.</i>				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				

I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National Origin ☐ Disability

Date of Alleged Discrimination (Month, Day, Year): _____

The Arc Columbia-Saratoga complaint is against:

Location of where the alleged discrimination occurred: - _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.

Section IV	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No <i>If yes, check all that apply:</i> ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court: _____ ☐ Local Agency: _____	
Provide information for the contact person at the agency/court where the complaint was filed.	
Name and Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

_____	_____
Signature	Date

Please submit this form by mail, email or in person to the address below.

THE ARC COLUMBIA-SARATOGA
 Chief Quality & Compliance Officer
 HIPAA Privacy Officer
 mbrodowski@arccs.org
 Columbia office: 518-672-4451 ext. 2263
 Saratoga office: 518-587-0723 ext. 1229

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.