

## TITLE VI COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the New Jersey Human Relations Commission, federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by contacting The Arc Gloucester (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form to The Arc Gloucester’s Human Resource Department or Title VI/Transportation Coordinator, 1555 Gateway Boulevard, West Deptford, NJ 08096. The Arc Gloucester investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

The Arc Gloucester shall conduct a prompt, thorough and impartial investigation adhering to the following procedures:

- Report the incident(s) to the Director of Human Resources, or any other appropriate designee within 180 days of the alleged occurrence. Complaints must be in writing and signed by the individual or his/her representative, and should include the name, address and telephone number, name of the alleged discriminator(s), basis of complaint (race, color, national origin) and the date(s) of the alleged act(s).
- If a complaint of discrimination is received by any supervisor, the supervisor shall report the complaint immediately to the Director of Human Resources, or any other appropriate designee.
- The Director of Human Resources will provide written acknowledgement to the complainant within 10 business days. The Chief Executive Officer and Chief Operations Officer will be copied on all correspondence.
- Within 20 business days from receipt of a complete complaint the Director of Human Resources will meet with the Chief Executive Officer and/or Chief Operations Officer to determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant an investigation.
- If the complaint has investigative merit, the Director of Human Resources, along with the Chief Operations Officer will conduct a full investigation of the complaint.
- A letter of finding will be issued within 90 days of the receipt of the complaint, by the Director of Human Resources.