



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.

GENERAL

Any person who believes that he or she has been discriminated against on the basis of race, color, or nation origin by The Arc Gloucester's Human Resource Department or Title VI Coordinator of the specific department concerning the complaint, 1555 Gateway Boulevard, West Deptford, NJ 08096. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meetings between the affected parties and the Title VI coordinator may be utilized for resolutions. The Human Resources Manager will inform the Executive Director of all title VI related complaints as well as all resolutions. 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.

PROCEDURE

The Arc Gloucester shall have in place procedures for reporting, investigating, and where appropriate, the remediation of claims of discrimination. Such investigations shall be conducted in a prompt, thorough and impartial manner.

The procedures ensure that all who believe they have been or are being subjected to discrimination should:

- 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 complaint within 10 business days. The Executive Director and Assistant Executive Directors 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 Executive Director and/or an Assistant Executive Director 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 Assistant Executive Director 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.
- The Title VI Complaint form shall be available at The Arc Gloucester main office at 1555 Gateway Boulevard, West Deptford, NJ 08096.
- A complaint may be filed directly to the Federal Transit Administration at: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Confidentiality:

- Investigations of discrimination claims shall be conducted in a way that respects the privacy of all persons involved.
- All persons interviewed shall be directed not to discuss any aspect of the investigation with others. Failure of any employee to comply with this confidentiality directive may result in disciplinary action, up to and including termination.
- Nothing in this policy requires any employee with a complaint of discrimination to present the matter to the person who is the subject of the complaint.
- In the course of an investigation, it may be necessary to discuss the claims with the alleged discriminator and other persons who may have relevant knowledge.
- Any employee who believes he/she has been or is being subjected to discrimination, or who believes he/she has observed discrimination, and who reports the matter pursuant to this policy shall not be retaliated against or adversely treated because of the making of the complaint or his/her participation in any investigation.