

Title VI Complaint Procedure

Southwest Opportunities Center, Inc. Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, in its entirety
 - ✓ Hard copy in the central office
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Southwest Opportunities Center may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Southwest Opportunities Center investigates complaints received no more than 180 days after the alleged incident. Southwest Opportunities Center will process complaints that are complete.

Once the complaint is received, Southwest Opportunities Center will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Southwest Opportunities Center has 60 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so.

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 608-723-6659.
Si se necesita informacion en otro idioma de contacto, 608-723-6659