



## Procedures for Filing a Title VI Complaint

As a recipient of federal dollars, Family Bridges, Inc., is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Family Bridges has in place, Procedures for Filing a Title VI Complaint for clients who feel that they have been discriminated against based on the grounds of race, color, or national origin. The procedure outlines the process for the complainant, and is consistent with guidelines found in the Federal Transit Administration Circular from October 1, 2012.

### Procedure

Any regularly enrolled participant who believes he or she has been discriminated against on the basis of race, color, or national origin by Family Bridges, Inc., and/or the staff of Hong Fook Adult Day Health Care and Hong Fook – Harrison Centers, may use any of the following procedures to file a Title VI complaint:

1. a. **Informal Discussion**

Informal resolution of the problem may happen between the complainant and the staff who allegedly perpetrated the discriminatory act. Although an informal discussion takes place, the staff member must report the discussion to the Program Director, no matter the resolution.

b. **Discussion with the Program Director**

If no resolution can be found through informal discussion between the complainant and the staff member, the participant may make an appointment to discuss the matter with the Program Director. The appointment should be made no more than **180 days** after the event, and a Family Bridges, Inc. Title VI Complaint form must be completely filled out. At any stage of the complaint process, the participant may introduce witnesses or have a representative speak on their behalf.

c. **Discussion with the Administrator**

If no resolution can be found at the Program Director level, the participant may proceed with his or her Title VI complaint to the Family Bridges' Administrator. The participant's previously filed Title VI Complaint form will follow through to administration.

The Administrator has **30** days to investigate the complaint. If more information is needed to resolve the case, the Administrator may contact the complainant. The complainant has **5** business days from the date they were contacted to reply and send the requested information to the Administrator. If the Administrator is not contacted by the complainant or does not receive the requested information within **5** business days, the Administrator and Family Bridges can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

d. **Personnel Committee of the Board of Directors, Family Bridges**

If no resolution can be found at the Administrator level, the participant may proceed with his or her Title VI complaint to the Personnel Committee of Family Bridges, Inc., and if the matter is still not resolved, the complaint will follow through to the Board of Directors of Family Bridges, Inc.

In any point of the procedures, if a resolution is found, the complainant will be issued one of two letters: 1) a closure letter, or 2) a letter of finding (LOF).

A closure letter summarizes the allegations and states that there was **no** Title VI violation and that the case will be closed.

An LOF summarizes the allegation and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member(s) is administered, or other action will occur.

If the complainant wishes to appeal the decision, he or she has **10** business days after the date of the closure letter or the LOF was sent, to do so.

2. **Direct Filing of a Title VI Complaint with the Federal Transit Administration**

At any time, a complaint may also be filed directly with the Federal Transit Administration (FTA) by completing the Title VI Complaint Form, found on their [website](http://www.fta.dot.gov/civilrights/12884.html) (<http://www.fta.dot.gov/civilrights/12884.html>). Complaints must be signed (by the complainant or their representative), include contact information, and mailed to the FTA Civil Rights Office Address:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave. S.E.  
Washington, DC 20590