

## Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, disability, or age by the Independent Living Partnership may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form to Grievance Committee, Independent Living Partnership, 6235 River Crest Drive, Suite C, Riverside CA 92507-0578.

Information about how to file a Title VI complaint and a downloadable complaint form are available on our organization website, [ILPconnect.org](http://ILPconnect.org).

Once the complaint is received, the Grievance Committee 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.

The Independent Living Partnership has 45 days to investigate the complaint. If more information is needed to resolve the case, ILP 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, ILP can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two 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. An 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 30 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.