

Program Applied to: AGENCY WIDE

**TITLE: TITLE VI COMPLAINT
PROCEDURE**

**Approved by: BOARD OF DIRECTORS
Effective Date: May, 2019
Updated: June, 2021**

I. POLICY

It shall be the policy of Community Options, Inc. (COI) to have a procedure in place which provides timely resolution of grievances/complaints that may arise between COI and any recipient of services and supports from COI (including transportation services). This procedure shall be in accordance with any and all applicable statutes and the Rules and Regulations of the Dept. of HCPF-I/DD (Intellectual and Developmental Disabilities), Colorado Department of Transportation and any other relevant regulatory agencies.

II. PROCEDURE

- A. A grievance/complaint shall be defined as any disagreement or objection regarding the provision of services and supports including allegations of Title IV violations around transportation services.
- B. Grievances/complaints on the part of a person receiving or requesting services, their guardian and/or authorized representative, or parent of a minor may be made to the Case Manager or appropriate program manager at COI. The case manager can assist with submission of the Grievance Complaint.
- C. If the complaint is regarding transportation services, the complaint must go directly to the executive director and must be received no more than 180 days after the alleged incident.
- D. An opportunity will be provided for individuals to come together in order to attempt finding a mutually acceptable solution. This could include the use of mediation if both parties voluntarily agree to this process.
- E. Within ten (10) working days of receiving the grievance/complaint, a meeting will be scheduled by the person's case manager or appropriate program manager in an effort to resolve the issue. The person making the grievance/complaint shall be consulted as to who they want invited to the meeting.
- F. In the event of a transportation complaint, the executive director will arrange a meeting of the relevant parties.

- G. If the grievance/complaint cannot be resolved at this meeting, the complainant will be afforded the opportunity to have the executive director of COI review the situation and assist in its resolution. The exception is if the complaint is directly related to Title IV discrimination regarding transportation services. In this case, the complainant is asked to complete a complaint form and submit it directly to the executive director.
- H. To bring the grievance/complaint to the executive director, the complainant must provide the following in writing:
1. Name and contact information for the complainant
 2. The nature of the grievance/complaint.
 3. Any facts or data supporting the grievance/complaint.
 4. What steps have been taken to resolve the grievance/complaint.
 5. Suggestions for what action the complainant is seeking.
- I. The executive director or complainant may request a meeting to discuss issues pertaining to the grievance/complaint. After this meeting, or if both parties waive the meeting, the executive director will have ten (10) working days to offer a decision in the matter.
- J. The use of the grievance/complaint resolution procedure shall not prejudice the future provision of services or supports to that individual. No individual shall be coerced, intimidated, threatened or retaliated against because the individual has exercised his or her right to file a grievance or has participated in the grievance process.

III. AVAILABILITY OF THIS POLICY AND PROCEDURE:

- A. An explanation of this Policy and Procedure will be displayed prominently in Community Options Administration building and both day program facilities.
- B. This Policy and Procedure shall be provided orally and in writing: a) to all individuals/enrollees for services and supports, their guardians and/or authorized representatives, or parents of a minor when enrollment into services is made; b) when an individual is denied services and supports; when notice of service and support modification is given; OR at any time that a copy of this Policy is requested.
- C. Interpretation in native language other than English and through such modes of communications as may be necessary shall be made available upon request.
- D. Training regarding this Policy and Procedure is to be provided to appropriate staff and become Standard Operating Procedure.

IV. TITLE VI COMPLAINT TO THE US DEPARTMENT OF TRANSPORTATION

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of including, but not limited to age,

citizenship status, race, color, ethnicity, marital or familial status, gender identity or expression, mental disability, national origin, physical disability, religion, religious observance, sexual orientation, and source or level of income may submit a complaint to the U.S. Department of Transportation:

Federal Transit Administration's Office of Civil Rights
Attention: Title VI. Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Further information, including the complaint form, is available at www.fta.dot.gov. or by mail or email addressed to:

John Vastag, Executive Director, Title VI Coordinator
Community Options
P.O. Box 31
Montrose, CO 81402
johnvastag@communityoptionsinc.org
Phone (970) 249 1412 X235
Fax (970) 249-0245

Community Options Title VI Complaint Form

Use this form for all Title VI Complaints

Complainant is asked to complete area within the box

Passenger Name: _____ Date of Complaint _____

Best way to contact complainant: _____

Statement of Concern and Proposed Resolution:

(turn sheet over or attach additional sheets if needed)

Received by: _____ Date Received: _____

Resolution or Next Steps:

Notes from follow-up with passenger when required:

Executive Director's Signature: _____ Date: _____

TITLE VI INVESTIGATION LOG (sample)

Date Filed Type of Document	Passenger Name:	Entity Investigating: (other than FTA)	Summary of Allegation	Start Date of Investigation	Status of Investigation Open In Progress Closed	Resolution Offered	Date of Investigation Closure	Notes
EXAMPL E: 10-20- 2018 Check One: Complaint Investigati on Lawsuit	Betty Smith	Adult Protectiv e Services	Betty claimed that the driver refused to take her to work on 10/10/2018.	10/25/2018	Open	Driver has been disciplined and will be reassigned to a route that does not include Betty.	11/2/2018	Betty was amiable to the resolution offered. The driver did not have any explanation for why he refused to transport Betty on 10/10/2018.

Community Options will maintain a list of any active investigations conducted by entities other than the FTA, lawsuits, or complaints naming the recipient that allege discrimination on the basis of race, color or national origin. This list will include the date of the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); and the status of the investigation, lawsuit or complaint.

No such complaints have been filed with Community Options, Inc. as of March, 2019.