

4.0 TITLE VI PROCEDURES AND COMPLIANCE

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public.

4.1 Complaint Procedure

Once the complaint is received, Anderson County Disabilities and Special Needs Board will review it to determine if their office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by their office.

Anderson County Disabilities and Special Needs Board has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Anderson County Disabilities and Special Needs Board may contact the complainant. The complainant has ten (10) 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 ten (10) business days, Anderson County Disabilities and Special Needs Board 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. 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 is needed or other appropriate actions. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on Anderson County Disabilities and Special Needs Board website: (www.acdsnb.org.)

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Anderson County Disabilities and Special Needs Board Patrons may file a Title VI complaint by completing and submitting the agency's Title VI