

Title VI

Introduction

Purpose

The purpose of Title VI of the Civil Rights Act of 1964 is to prohibit discrimination on the basis of race, color or national origin in federally assisted programs. The intent of the law is to ensure that all persons, regardless of their race, color or national origin, are allowed to participate in these federally funded programs.

The Mt. Juliet Senior Activity Center has established the following procedures to provide monitoring of Title VI compliance activities and complaint processing in all programs.

Policy

The Mt. Juliet Senior Activity Center will not:

- Deny an individual service, or provide only inferior or discriminatory service, aid or benefits because of an individual's race, color or national origin;
- Subject a person to segregation or treat a person differently in regards to eligibility for and participation in services because of race, color or national origin;
- Restrict or discourage individuals in their enjoyment of facilities because of race, color or national origin;
- Discriminate in any way against an individual in any program or activity that is conducted.

The Center will publicize its Title VI policy statement. The Center will investigate Title VI complaints. The Center will refer any complaints that the Center has violated Title VI through any program to the Title VI Coordinator.

Coordinator

The Center will appoint one or more Title VI Coordinators to implement its Title VI Policy and procedures. The members serving as Board Liaisons will be designated as the Coordinators.

Complaint Procedures

Required Time to File Complaint

To allow time to file first with the Center and then externally with an appropriate outside agency or court, as the complainant chooses, any complaint to the Center should be filed promptly and must be filed not later than one hundred eighty (180) calendar days after the alleged discrimination occurred. If the complainant is not satisfied with the findings or the proposed remedial action, the complainant may still file externally within any applicable statute of limitations.

If a complaint is filed within the Center and is filed externally during the same time, the external complaint supersedes the internal complaint filing. Accordingly the Center's complaint procedures will be suspended pending outcome of the external complaint.

Step 1- Informal meeting with Coordinators

The complainant and/or the complainant's representative are encouraged to initiate the process by meeting with the Center's Title VI Coordinators. The complainant should provide the basis of the complaint (race, color, national origin) and the nature of the incident that led the complainant to feel that discrimination was a factor.

The Coordinators shall immediately notify the Executive Director. The Executive Director shall, within ten (10) workdays after receiving the complaint, reach a decision and communicate the decision to the complainant and the Title VI Coordinators.

Step 2- Formal complaint to Title VI Coordinators

If the complaint is not resolved at Step 1, a written complaint shall be filed with the Board of Directors.

The complainant should complete a Complaint Form, which contains the following information:

- Name, address and telephone number of the complainant;
- The nature of the incident that led to the complainant to feel that discrimination was a factor;
- The basis of the complaint (race, color or national origin);
- Names, addresses and phone numbers of people who may have knowledge of the event;
- The date or dates on which the alleged discriminatory event or events occurred;
- Signature of the complainant.

The Board of Directors shall initiate an investigation immediately. The Executive Director shall provide assistance during this internal investigation as requested by Board of Directors.

The internal investigation shall be completed within twenty (20) workdays of receipt of the complaint, at which time the Board of Directors will inform the complainant in writing of its disposition, including any findings of fact and any actions to be taken.

Disposition of Complaints

Sustained Complaints – If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the Center's disciplinary procedures.

Unsustained Complaints – If there is insufficient evidence to either prove or disprove the allegation(s), both parties to the complaint will be informed of the reason(s) for this disposition.

Unfounded Complaint – If it is determined that an act reported pursuant to this policy/procedure did not in fact occur, a finding of "unfounded" shall be made.

Exonerated Complaints – If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of "exonerated" shall be made.

Review by appeal

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation must be filed, in writing, within thirty (30) calendar days of the resolution of the complaint, with the Board of Directors.

The written appeal must include the complainant's name, address, and telephone contact number. A statement of reason(s) why the complainant believes the denial of the complaint was inappropriate is recommended.

The Board of Directors will set a mutually agreed-upon time and place for the review process with the complainant. The complainant may submit documents or other information to be included with the record and considered in the review process. A record of the review will be kept by the Center.

A complainant's right to a prompt and equitable resolution of the complaint will not be impaired by the complainant's pursuit of other remedies. Use of this complaint procedure is not a prerequisite to the pursuit of other remedies.

Complaint Log

The Coordinators will maintain a Title VI complaint log to show identifying information type, and status of each complaint filed, including those filed under Step 1 of this procedure. When any investigation is concluded, the Coordinators will keep a copy of the report on permanent file.