

# Westy Community Care Home, Inc

## Transportation Services

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### Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of Westy Community Care Home Inc, transportation services (WCCH Transportation Services).

Title VI, 42 U.S. Code § 2000d., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

*No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

WCCH Transportation Services has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration circular 4701.1B, dated October 1, 2012. *If you believe that the WCCH Transportation Service federally funded programs have discriminated against your civil rights on the basis of race, color, or national origin, you may file a written complaint by following the procedure outlined below:*

#### **1. Submission of Complaint**

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the WCCH Transportation Service, may file a written Complaint with the WCCH Transportation Manager. A sample complaint form is available in the office of WCCH Transportation Office. Upon request, the WCCH Transportation Service office will mail the complaint form. Complaints must be filed within 180 calendar days after the date the discrimination occurred.

Note: Assistance in the preparation of the complaints will be provided upon request, if information is needed in another language, contact **Josh Warren 785-457-2801**.

Complaints should be mailed to:

Daisy Stevenson

Westy Community Care Home Transportation Manager

105. North Hwy 99

Westmoreland, KS 66549

## **2. Investigation**

Upon Receipt of the complaint, the Transportation Manager shall collaborate with the Administrator of WCCH to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the Transportation Manager and Administrator to further explain his or her complaint. The review shall be complete no later than 45 calendar days after the date the complaint was received. If more time is required, the Transportation Manager shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the investigation, the Transportation Manager shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the Transportation Manager may recommend improvements to WCCH's Transportation Services processes related to Title VI, as appropriate. At the conclusion of the investigation the Transportation Manager will write a written response to the complainant. This letter should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

**Note: WCCH Transportation Services will forward a copy of the complaint and the resulting written response to the appropriate KDOT and FTA Region 4 contacts.**

## **3. Request for Consideration**

If the complainant disagrees with the Transportation Managers response, he or she may request reconsideration by submitting the request, in writing, to the Transportation Managers within 10 calendar days after receipt of the Transportation Managers response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the Transportation Manager. The Transportation Manager will notify the Complainant of his or her decision in writing to accept or reject the request for reconsideration within 10 business days. In cases where the Transportation Manager agrees to reconsider, the matter shall be reevaluated in accordance with Paragraph 2 above.

## **4. Appeal**

If the request for reconsideration is denied, the complainant may appeal the Transportation Managers response by submitting a written appeal to the WCCH Transportation Service Administrator no later than 10 calendar days after receipt of the Transportation Managers written decision rejections reconsideration. The WCCH Administrator will then make a determination to either request reevaluation by the Transportation Manager or forward the complaint to the Kansas Department of Transportation (KDOT) for further investigation.

## **5. Submission of Complaint to the State of Kansas Department of Transportation**

If the complainant is dissatisfied with the WCCH Transportation Services, resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

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Eisenhower State Office Building  
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