



TITLE VI COMPLAINT PROCEDURES

Community Link complies with the Title VI of the 1964 Civil Rights Act which requires 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.” In addition, Community Link’s programs literature contains a listing of rights for participants. Rights are reviewed and a copy given to them or their guardian annually. The information includes their right to file a grievance as well as advocacy agencies who can help them through the process.

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by Community Link may file a complaint by completing and submitting to Community Link the **Title VI Complaint Form**.

How do you file a complaint?

You may download Community Link’s Title VI Complaint Form at www.commlink.org/resources, or request a copy by writing or phoning:

Community Link
1665 N. 4th St.
Breeze, IL 62230
(618) 526-8800

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number;
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information and;
- The names of persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to the address listed below:

Barbara Nelson
Director of Adult Programs
Community Link
1665 N. 4th St.
Breeze, IL 62230

How will your complaint be handled?

Community Link investigates complaints received no more than 180 days after the alleged incident. Community Link will process complaints that are complete. Once a completed complaint is received, Community Link will review it to determine if Community Link has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Community Link.

Community Link will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Community Link may contact the complainant. Unless a longer period is specified by Community Link, the complainant will have ten (10) days from the date of the letter to send requested information to the Community Link investigator assigned to the case.

If Community Link's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Community Link may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Community Link will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Community Link's determination, he/she may request reconsideration by submitting a request in writing to Community Link's Executive Director within seven (7) days after the date of Community Link's letter, stating with specificity the basis for the reconsideration. The Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

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. If information is needed in another language, then contact Community Link at (618) 526-8800.

Barbara Nelson
Director of Adult Programs

Date