

## C. Notice to the Public

### **Notifying the Public of Rights under Title VI/ADA**

Independence Center posts Title VI/ADA notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Independence Center operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

Independence Center operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on the Independence Center's Title VI program, and the procedures to file a complaint, contact Jocelyn Hertich; [jhertich@independencecenter.org](mailto:jhertich@independencecenter.org); or visit us at 4245 Forest Park Ave., St. Louis, MO 63108. For more information visit: [independencecenter.org](http://independencecenter.org).

If you believe you have been discriminated against on the basis of race, color, or national origin by Independence Center, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: Independence Center Compliance Office (314) 880-5405.

#### **How to file a Title VI/ADA complaint with Independence Center:**

1. Complaint forms can be found at Independence Center's Compliance Office at 4245 Forest Park Ave, St. Louis MO, 63108. Phone: (314) 880-5420.
2. In addition to the complaint process at Independence Center, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7 Office, Missouri 901 Locust Street, Suite 404 Kansas City, Missouri, 64106. Phone: (816) 329-3920.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact (314) 880-5405.

## D. Procedure for Filing a Title VI Complaint

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Independence Center's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Independence Center may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Independence Center's Title VI Complaint Form at [independencecenter.org](http://independencecenter.org), or request a copy by writing to Independence Center Compliance Office, 4245 Forest Park Ave., St. Louis, MO 63108. Information on how to file a Title VI complaint may also be obtained by calling the Independence Center Compliance Office at (314) 880-5405.

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

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Independence Center Compliance Office, 4245 Forest Park Ave., St. Louis, MO 63108.

COMPLAINT ACCEPTANCE: Independence Center will process complaints that are complete. Once a completed Title VI Complaint Form is received, Independence Center will review it to determine if Independence Center has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Independence Center.

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

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with Independence Center's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Independence Center will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Independence Center 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 the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact the Independence Center Compliance Office at 4245 Forest Park Ave., St. Louis, MO 63108, or at (314) 880-5405.