



encompass
— Community Supports —

Title VI of the Civil Rights Act of 1964 Discrimination Complaint Procedures

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with Rappahannock-Rapidan Community Services Board dba Encompass Community Supports herein called (“Agency”)’s Human Resources Manager.

This procedure applies to all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, and the Civil Rights Restoration Act of 1987, relating to any program or activity administered by the Agency and sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. This procedure does not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. This procedure is part of an administrative process that does not provide for remedies, including punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Human Resources Manager may be utilized to resolve the issue. The Human Resources Manager will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding the requested relief and settlement opportunities specifically.

Should any Title VI complaints or lawsuits be filed against the Agency, the agency will follow these steps:

1. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet and include the following requirements.
 - a. Be in writing and signed by the complainant(s).
 - b. Date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - c. Detailed description of the issues, including names and job titles of those individuals perceived as parties in the incident.
2. Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for the Agency to process it.
3. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be

forwarded to the complainant for him/her to complete, sign, and return to the Agency for processing.

4. Upon receipt of the complaint, the Human Resources Manager will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of the Agency's sub-recipients of federal funds, the Agency will assume jurisdiction and will investigate and adjudicate the case.
5. For transportation-related complaints, DRPT will be notified within three business days.
6. To be accepted, a complaint must meet the following criteria:
 - a. Must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b. The allegation(s) must involve a covered basis such as race, color, or national origin.
 - c. The allegation(s) must involve an Agency program or activity.
7. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint.
 - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - c. The complainant cannot be located after reasonable attempts.
8. Once the Agency decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven calendar days. The complaint will receive a case number and will then be logged into the Agency's records identifying its basis and alleged harm.
9. The Agency will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of the Agency's written notification of acceptance of the complaint to furnish his/her response to the allegations.
10. the Agency's final investigative report will be forwarded to affected parties within 60 calendar days of the acceptance of the complaint. The final investigative report will contain the Agency's final decision.
11. If the complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of their right to file a complaint with the appropriate State or Federal Agency.