

## Complaint Procedure

Consistent with Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), the Agency has designated an individual as the Title VI/ADA Coordinator. The Coordinator is responsible for accepting complaints of discrimination on the basis of race, color, national origin, sex, age, disability, religion and family status in the provision of services, activities, programs, or benefits provided by the Agency.

Complaints shall be submitted in writing within the following time frames:

- **Title VI**: No later than 180 days from the date of the alleged discrimination based on race, color, religion, family status, sex, age, or national origin.
- **ADA**: No later than 60 days from the date of the alleged discrimination of a qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of or be subjected to discrimination in programs, services or activities sponsored by Marion Senior Services.

Any person who believes he or she has been discriminated against by Marion Senior Services' may file a Title VI or an ADA complaint by completing and submitting the agency's Title VI / ADA Complaint Form (follow the link below).

Marion Senior Services investigates complaints received no more than 180 days after the alleged incident for Title VI and no more than 60 days after the alleged incident for ADA. Marion Senior Services will process complaints that are complete.

Once the complaint is received, Marion Senior Services will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Marion Senior Services has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Marion Senior Services may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, Marion Senior Services can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a 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 LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.