

TITLE VI, TITLE VIII, AND AMERICANS WITH DISABILITIES ACT COMPLAINT PROCEDURES AND INVESTIGATION GUIDELINES

Complaint Process:

The following informal and/or formal process will be utilized to resolve Title VI, Title VIII, and Americans with Disabilities Act (ADA) complaints. Materials for filing a complaint can be provided in alternative formats for persons with disabilities by contacting the Joplin Area Transportation Study Organization (JATSO) Title VI and ADA Coordinator, Reba Snavelly at (417) 624-0820 Ext. 210. Persons who are deaf or hard of hearing may contact JATSO through (417) 624-0820 Ext. 210: TTD Number (417) 625-4774.

Informal:

With prior notice to the Title VI Coordinator, JATSO is encouraged to resolve Title VI, VIII, and ADA issues internally. This can be achieved through informal means designed to satisfy the concerns of person(s) alleging a violation. If the issue has not been satisfactorily resolved through the informal process or if at any time the person requests to file a formal charge, the Title VI Coordinator will advise the complainant of the formal complaint process. A copy of all complaints received by JATSO should be forwarded to the Missouri Department of Transportation for review.

Formal:

1. Any person(s) or beneficiary who believes he or she has been denied the benefits of, excluded from participating in or otherwise subjected to discrimination because of race, color, religion, sex, age, familial status, disability, income, or national origin under any program or activity for which the JATSO is a recipient of federal assistance, may file a formal complaint in writing to the JATSO, Title VI Coordinator, 602 S. Main Street, Joplin, MO 64801.
2. JATSO will receive, investigate and attempt to resolve all Title VI and Title VIII complaints filed in writing within 180 days after the date of the alleged act of discrimination.
3. Within five (5) days after receiving a complaint, the Title VI Coordinator will send a written acknowledgement to the complainant and the appropriate member(s) of management, advising that the complaint will be investigated and that a copy of the complaint will be forwarded to the Missouri Department of Transportation.
4. Within thirty-five (35) days after the receipt of the complaint, the Title VI Coordinator will complete an investigatory report. The report may include, but not be limited to the following:
 - a. Affidavit or statement by the complainant.
 - b. Affidavit or statement by any witnesses testifying on behalf of the complainant.
 - c. Affidavit or statement by the organization as to the facts at issue.
 - d. Affidavit or statement by any witnesses testifying on behalf of the organization.
 - e. Statement of position by the organization, together with any documents in support of that position.
 - f. Records and documents gathered in evidence from the organization or elsewhere that are relevant to the charge.
 - g. Summary and recommendation(s).

5. Within five (5) days after receipt of the investigatory report, the Title VI Coordinator will determine whether the preponderance of the evidence supports JATSO or the allegations of the complainant. The report will be provided to the JATSO Chairperson for review, recommendation, and signature. A notice of the recommendation will be provided to the complainant(s), respondent(s), and the Policy Board members. Within ten (10) days after receipt of the recommendation, both parties may submit information/documentation the Title VI Coordinator in support of their request for reconsideration of the recommendation. Upon review of the additional information/documentation, the Title VI Coordinator and JATSO Chairperson will have five (5) days to either reaffirm or reverse the original recommendation and provide written notice to the complainant, respondent, and the Policy Board members. If neither party requests reconsideration, the recommendation becomes final.
6. If the final recommendation or reconsideration supports the allegation(s), the Title VI Coordinator or designee will attempt to negotiate an amicable settlement of the issues in dispute. Formal, written settlement agreements will require the review of the organization's counsel prior to execution and will require the signatures of the parties, the Title VI Coordinator, and the JATSO Chairperson.
7. Confidentiality, to the extent feasible, shall be maintained during the formal and informal investigation process.
8. Investigation records will be maintained in accordance to applicable Federal guidelines, or in their absence, applicable state guidelines.

TITLE VI – COMPLAINT FORM

This form may be used to file a complaint with the Joplin Area Transportation Study Organization (JATSO) based on purported violations of Title VI of the Civil Rights Act of 1964. You are not required to use this form; a letter that provides the same information is sufficient to file your complaint.

If you need assistance completing this form, please contact us by phone at 417-684-0820, or fax 417-625-4738.

Only the complainant or the complainant’s designated representative must complete this form.

Name:

Address:

City: State: Zip:

Phone: (Home) (Work) (Fax)

Individual(s) discriminated against, if different from above (use additional pages(s) if necessary).

Please explain your relationship to the individual(s) indicated above:

Agency Information

Agency and/or department name:

Name of individual, if known:

City: State: Zip:

Phone: (Home) (Work) (Fax)

Date(s) of alleged act:

Date discrimination began:

Last or most recent date of discrimination:

Waiver request:

Generally, complaints of discrimination must be filed within 180 days of the alleged discrimination. If the most recent date of discrimination, listed was more than 180 days ago, you may request a waiver of the filing requirement. [Example: I wish to request a waiver, please explain why you waited until now to file your complaint.]

Alleged discrimination:

If your complaint is in regard to discrimination in the delivery of services or discrimination that involved the treatment of you or others by the agency or department indicated above, please indicate below the bases on which you believe these discriminatory actions were taken.

Example: If you believe that you were discriminated against because you are African American, you would mark the box labeled race/color and write African American in the space provided.

Example: If you believe the discrimination occurred because you are female, you would mark the box labeled sex and write female in the space provided.

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Race/Color | <input type="checkbox"/> Religion |
| <input type="checkbox"/> National Origin | <input type="checkbox"/> Age |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Income | |

Explain:

Please explain as clearly as possible what happened. Provide the name(s) of witnesses and others involved in the alleged discrimination. (Attach additional sheets if necessary and provide a copy of written materials pertaining to your case.)

Signature

Date

Note: The laws enforced by this department prohibit retaliation or intimidation against anyone because the individual has either taken action or participated in action to secure rights protected by these laws. If you experience retaliation or intimidation separate from the discrimination alleged in this complaint or if you have questions regarding the completion of this form, please contact:

JATSO
Reba Snavelly
Title VI/ADA Coordinator
602 S. Main Street
Joplin, MO 64801