HANCOCK COUNTY SENIOR SERVICES
HANCOCK AREA RURAL TRANSIT
TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin by Hancock County Senior Services or Hancock Area Rural Transit, (HCSS/HART) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. HCSS/HART investigates complaints received no more than 180 days after the alleged incident. HCSS/HART will process complaints that are complete.

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

HCSS/HART has 60 days to investigate the complaint. If more information is needed to resolve the case, the agency may contact the complainant.

The complainant has 10 business days from the date of the letter to send 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 10 business days, the agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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 letter of finding (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 15 days after the date of the letter or the LOF to do so.

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 317-462-3758.

Si necesita información en otro idioma, a continuación, se pone en contacto con 317-462-3758.
HANCOCK COUNTY SENIOR SERVICES
HANCOCK AREA RURAL TRANSIT
TITLE VI COMPLAINT FORM

Section I:
Name: 
Address: 
Telephone (Home): 
Telephone (Work): 
Electronic Mail Address: 

<table>
<thead>
<tr>
<th>Accessible Format Requirements?</th>
<th>Large Print</th>
<th>Audio Tape</th>
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</thead>
<tbody>
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<td></td>
<td>TDD</td>
<td>Other</td>
</tr>
</tbody>
</table>

Section II:
Are you filing this complaint on your own behalf? 
Yes* No
*If you answered "yes" to this question, go to Section III.
If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.
Yes No

Section III:
I believe the discrimination I experienced was based on (check all that apply):
[ ] Race [ ] Color [ ] National Origin [ ] Sex
[ ] Age [ ] Disability [ ] Low Income
Date of Alleged Discrimination (Month, Day, Year): __________

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV
Have you previously filed a Title VI complaint with this agency? 
Yes No
Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

[ ] Yes [ ] No

If yes, check all that apply:

[ ] Federal Agency: ______________________
[ ] Federal Court ______________________ [ ] State Agency ______________________
[ ] State Court ______________________ [ ] Local Agency ______________________

Please provide information about a contact person at the agency/court where the complaint was filed.

<table>
<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>Agency:</td>
</tr>
<tr>
<td>Address:</td>
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<tr>
<td>Telephone:</td>
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Section VI
Name of agency complaint is against:

<table>
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<tr>
<th>Contact person:</th>
</tr>
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<tbody>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>Telephone number:</td>
</tr>
</tbody>
</table>

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____________________________  ______________________
Signature    Date

Please submit this form in person or by mail at the address below:
Hancock County Senior Services
1870 Fields Blvd
Greenfield, IN 46140