

## **Helping Hands of Vegas Valley Title VI Complaints Procedure**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Helping Hands of Vegas Valley (HHOVV) may file a Title VI complaint by completing and submitting a Title VI Complaint Form. Completed complaint forms must be received within **180 days** of the alleged incident.

The complainant will receive a written acknowledgment within **10 business days** of receipt of complaint. HHOVV has **90 days** to investigate any complaints submitted. If more information is needed to investigate the case, HHOVV may contact the complainant. The complainant has **15 business days** from the date of the request for further information to submit anything requested in writing. If the requested information is not received within this time period, HHOVV may close the case. The case can also be closed by request of the complainant.

All complaints and related correspondence must be in writing. If an individual is unable to file a written complaint, the complaint can be filed on their behalf. Alternatively, a verbal interview can be conducted at the HHOVV office, where the complainant will be assisted in completing the complaint form.

The complaint will be reviewed by the appropriate program supervisor, Executive Director and an ad hoc review committee. The review board may request interviews with the complainant, accused and any witnesses as part of the investigative process.

Upon completion of the review, a recommendation will be made regarding the validity of the claim. The complainant will receive either a closure letter or a letter of finding (LOF). Both will outline details of the allegations made and any interviews conducted in reference to it. A closure letter states that no Title VI violation has been discovered and that the case will be closed. A Letter of Finding explains whether any disciplinary, training or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to do so. Individuals should appeal in writing to the Executive Director outlining pertinent items that they feel have been missed and any additional relevant facts. A letter from the Executive Director either upholding or overturning the original decision will be sent within 30 days of the receipt of appeal.

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, please contact (702) 633-7264

Please note that Title VI does not address gender, age, or disability discrimination.

### **Helping Hands of Vegas Valley Title VI Complaints Form**

#### **Section I**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: (Home)\_\_\_\_\_ (Cell) \_\_\_\_\_

Email Address: \_\_\_\_\_

Accessible Format Requirements: Large Print  Audio tape  Other \_\_\_\_\_

Are you filing this complaint on your own behalf? Yes  No

If not, please supply the name and relationship of the person for whom you are complaining and explain why you filed on their behalf:

\_\_\_\_\_

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\_\_\_\_\_

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Please confirm that you have received permission to file on their behalf: Yes  No

## Section II

Have you filed this complaint with any other agency? Yes  No

If yes, with who? \_\_\_\_\_

Have you previously filed a Title VI complaint with HHOVV? Yes  No

If yes, when? \_\_\_\_\_

Have you previously filed a Title VI complaint with any other agency? Yes  No

If yes, what is the name of the agency and when was the complaint filed?

\_\_\_\_\_

Have you filed a lawsuit regarding this complaint? Yes  No

**(Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, HHOVV will defer to the decision of the Court.)**

## Section III

I believe the discrimination I experienced was based on (check all that apply)

Race  Color  National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Is the discrimination still occurring? Yes  No

Please explain clearly why you believe you were discriminated against, in particular: what happened, where you were and whether anyone else was involved.

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Please list all the contact information you can provide regarding the person(s) who discriminated against you and also details of any witnesses.

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**I confirm that to the best of my knowledge the above information is correct.**

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Signature Date

Complaints shall be directed to:  
Mary Rosenthal  
Helping Hands of Vegas Valley  
2320 Paseo Del Prado, Bldg B, #112  
Las Vegas, NV 89102

**Please attach any written materials or other information that may be relevant to the assessment of this complaint.**

**Internal Procedure for Helping Hands of Vegas Valley in the Event of a Complaint**

Title VI complaints relate only to discrimination based on: race, color or national origin. Alternative complaints procedure will be used in the event of any other form of alleged discrimination.

If the incident occurred while complainant was using transportation services: using date/time and other information, determine which route the passenger was on and the relevant driver. Is this individual a HHOVV employee or from another agency that is part of the transportation network?

If the incident occurred while complainant was in contact with employee in a way other than during transportation: was the client in contact with an RTC customer service representative or with a HHOVV employee? Use information regarding date/time/nature of call to establish.

If it is determined that the accused is not a HHOVV employee: pass complaint on to the RTC or the agency deemed to be at fault. Inform client of this fact.

If it is determined that the accused is an HHOVV employee: follow complaints procedure timeline.

Within **10 business** days of receipt of complaint a written acknowledgement must be received by the complainant.

HHOVV will have **90 days** from receipt of complaint to provide a resolution letter to the complainant either finding a Title VI violation or not.

If HHOVV requires additional information, a written request is to be sent to the complainant. The complainant has **15 business days** from the date of the letter to provide the requested information.

If the complainant wishes to appeal the decision they must do so within **30 days**. A written appeal will be received by the Executive Director who will review any additional facts/information and provide a written response within **30 days**, either upholding or overturning the original decision.

Complainants must also be advised of their right to file a complaint with the FTA, either in isolation or in conjunction with a complaint to HHOVV.

All information regarding complaints must be kept up to date by HHOVV on Microsoft Excel complaints tracking spreadsheet.