

# Sedgwick County

## Department on Aging - Transportation



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### Title VI Complaint Procedure

Sedgwick County Department on Aging has a policy and process in place for filing a Title VI complaint. Policy states that Sedgwick County Transportation (SCT) will not discriminate against any person on the basis of race, color, national origin, sex, age, disability, veteran or low income status. The complaint form follows.

### Grievance and Title VI Complaint Form

*Items with an asterisk (\*) next to them are required fields to be completed.*

\*Last Name: \_\_\_\_\_, \*First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_  
(Print) (Print)

\*Address: \_\_\_\_\_ Apt# \_\_\_\_\_, \*City: \_\_\_\_\_ \*Zip Code: \_\_\_\_\_

\*Daytime Phone or Cell: \_\_\_\_\_ \*Date alleged grievance or discrimination occurred: \_\_\_\_\_  
(Month/Day/Year)

If applicable, Representative of named above: \_\_\_\_\_  
(Print First & Last Name)

\*Phone: \_\_\_\_\_ \* Relationship of person for whom you are complaining: \_\_\_\_\_

\*Please confirm that you have obtained permission of aggrieved party if filing on behalf of third party. Yes \_\_\_\_\_ No \_\_\_\_\_

\*Provide title of Complaint: \_\_\_\_\_  
Examples: Customer service, driver complaint, vehicle condition, denial of program eligibility, discrimination due to race, color, etc.

If the complaint pertains to Title VI (discrimination) please complete the following questions:

1. Have you previously filed a Title VI complaint with this agency? Yes \_\_\_\_\_ No \_\_\_\_\_

2. 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 \_\_\_\_\_

3. Please provide contact person at the agency/court where the complaint was:

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

Agency: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St. \_\_\_\_\_ Zip \_\_\_\_\_

4. Name of Agency complaint is against: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact person: \_\_\_\_\_ Title: \_\_\_\_\_

Please continue to the next page.



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### 1. Referral to Review Officer

Upon receipt of the complaint, the Sedgwick County Department on Aging Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Sedgwick County Department on Aging Director *shall* notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the Sedgwick County Department on Aging processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Sedgwick County Department on Aging Director for concurrence. If the Sedgwick County Department on Aging Director concurs, he or she shall issue to the Sedgwick County Department on Aging's written response to the complainant. The final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

**Note: Upon receipt of a complaint, Sedgwick County Department on Aging shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.**

### 2. Request for Reconsideration

If the Complainant disagrees with the Sedgwick County Department on Aging Director's response, he or she may request reconsideration by submitting the request, in writing, to the Sedgwick County Department on Aging Director within 10 calendar days after receipt of the Sedgwick County Department on Aging Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Director. The Sedgwick County Department on Aging Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Sedgwick County Department on Aging Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

### 3. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Sedgwick County Department on Aging Director's response by submitting a written appeal to the Sedgwick County Director of Health and Human Services no later than 10 calendar days after receipt of the Sedgwick County Department on Aging Director's written decision rejecting reconsideration. The Sedgwick County Director of Health and Human Services will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

### 4. Submission of Complaint to Kansas Department of Transportation

If the complainant is not satisfied with the Sedgwick County Department on Aging's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.



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KDOT Office of Contract Compliance  
Eisenhower State Office Building  
700 SW Harrison St, 3<sup>rd</sup> Floor West  
Topeka, KS 66603

## 5. Submission of Complaint to Appropriate Federal Agency

The complainant may also submit a written complaint the federal agencies listed below Complaints must be filed no later than 180 days after the alleged date of discrimination.

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., S.E.  
Washington, DC 20590

Federal Highway Administration  
Office of Civil Rights  
1200 New Jersey Ave., S.E.  
8<sup>th</sup> Floor E81-314  
Washington, DC 20590



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