

Sedgwick County Department on Aging - Transportation



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Title VI Complaint Form

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, in accordance with Title VI of the Civil Rights Act. Civil rights complaints must be filed with the transit agency within 180 days following the discriminatory action.

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)

Accessible Format Requirements? Large Print TDD Audio Tape Other _____

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 _____

*Check the Specified Complaint: Race Color National Origin Other _____

* 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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Title VI Complaint Procedure

Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of Sedgwick County Transportation.

Title VI, 42 U.S.C. §200 et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or subjected to discrimination under any program or activity receiving Federal financial assistance.

Sedgwick County Transportation has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that Sedgwick County's federally funded program has discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Sedgwick County Transportation unit, may file a written complaint with the Sedgwick County Transportation, Department on Aging Director. A sample complaint form is available for download at www.sedgwickcounty.org/aging and is available in hard copy at the offices of Sedgwick County Transportation. Upon request, the Sedgwick County Transportation unit will mail the complaint form.

Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

Assistance in the preparation of any complaints will be provided to a person or person upon request and as appropriate. If information is needed in another language, please contact Kandace Bonnesen, (316) 660-5150.

Complaints should be mailed to or submitted by hand to:

Sedgwick County Department on Aging
Attn: Director
271 W. 3rd St. N., Suite 500
Wichita, KS 67202

2. 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



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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.

3. 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.

4. 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 Public 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 Public 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.

5. 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.

KDOT Office of Bureau of Transportation Planning/Contract Compliance
Dwight D. Eisenhower State Office Building
700 SW Harrison St, 3rd Floor West
Topeka, KS 66603-3754

6. 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

