

## Title VI Complaint Form {English}

Bowie Senior Citizens Project, Inc.'s Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website: <http://BowieSeniorCitizens.org>
- Hard copy in the central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, \_\_\_\_\_

<b>Section I:</b>					
<b>Name:</b>					
<b>Address:</b>					
<b>Telephone (Home):</b>			<b>Telephone (Work):</b>		
Email Address:					
Accessible Requirements?	Format	Large Print		<b>Audio Tape</b>	
		TDD		<b>Other</b>	
<b>Section II:</b>					
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	
<b>Section III:</b>					
I believe the discrimination I experienced was based on (check all that apply):					
[ ] Race		[ ] Color		[ ] National Origin	
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.					

<b>Section IV</b>		
Have you previously filed a Title VI complaint with this agency?	Yes	No
<b>Section V</b>		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
<b>Name:</b>		
<b>Title:</b>		
<b>Agency:</b>		
<b>Address:</b>		
<b>Telephone:</b>		
<b>Section VI</b>		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

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 at the address below, or mail this form to:  
 Bowie Senior Citizens Project, Inc.  
 Pelham Drive, Bowie, Texas 76230.

## Complaint Procedures

Bowie Senior Citizens Project, Inc.'s Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website: <http://BowieSeniorCitizens.org>
  - Public office
  - Reception areas
  - Meeting rooms
  - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold
  - Other, \_\_\_\_\_
- 

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Bowie Senior Citizens Project, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at <http://BowieSeniorCitizens.org> or at the main office at 501 Pelham Drive, Bowie, Texas 76230.

Bowie Senior Citizens Project, Inc. investigates complaints received no more than 180 days after the alleged incident. Bowie Senior Citizens Project, Inc. will process complaints that are complete.

Once the complaint is received, Bowie Senior Citizens Project, Inc. will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Bowie Senior Citizens Project, Inc. has 10 days to investigate the complaint. If more information is needed to resolve the case, Bowie Senior Citizens Project, Inc. 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, Bowie Senior Citizens Project, Inc. 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 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 940-872-4500.