

HAPCAP Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Hocking. Athens. Perry Community Action (hereinafter referred to as “the Agency”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Agency investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the complaint is received, the Agency 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.

The Agency has 30 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 7 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 7 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 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. An 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 7 days after the date of the letter or the LOF to do so.

For transportation-related Title VI matters, a person may also file a complaint directly with the Ohio Department of Transportation, at ODOT Office of Equal Opportunity, Attention: Title VI Coordinator, 1980 West Broad St., Columbus, OH 43223.

For transportation-related Title VI matters, 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 740-767-4500 or 1.800.686.1093.

HAPCAP encourages complainants to certify all mail that is sent through the U.S. Postal Service and or to complete the complaint and submit online to ensure that all written correspondence can be tracked easily. All HAPCAP documents pertaining to Title VI complaints will be sent by certified mail. All time periods referred to in this document are counted *not including* the starting day and *including* the final day. This means that the day after the starting event is the first day of the time period, and communication may be received through the end of the final day. Documents sent by postal mail will be considered received on the date that they are postmarked, or the certification date if sent by certified mail. Electronic communication will be considered received on the date that it takes place and is logged.

Example: If an incident of alleged discrimination takes place on January 1st and the time period to file a complaint is 180 days, the final day that a complaint must be postmarked is June 29th. You may use the date calculator located at <http://www.timeanddate.com/> to check any time period by entering the starting date and the time period in question.