



## **Transportation Services Title VI Policy**

If you participated in eitas transportation services and believe you have been discriminated against on the basis of race, color or national origin by eitas, you have the right to file a Title VI complaint by completing and submitting the organization's Title VI Complaint Form. Title VI complaints must be received in writing within 180 days of the alleged discriminatory occurrence.

### **How to File a Title VI Complaint**

A Complaint Form is available on our website at [www.eitas.org](http://www.eitas.org) and click on Services, Transportation and Title VI Form. Information on how to file a Title VI complaint may also be obtained by calling the quality assurance supervisor at (816) 363-2000 or write to: eitas, Attn: Quality Assurance Supervisor, 8511 Hillcrest, Kansas City, MO 64138.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint must include:

- Your name, address and telephone number.
- Specific, detailed information (who, what, when and where) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if know, that eitas should contact for clarity of the allegations.

Please submit your complaint form to the quality assurance supervisor: Eitas Attn: Quality Assurance Supervisor, 8511 Hillcrest Rd., Kansas City, MO 64138 or by email at: [kyates@eitas.org](mailto:kyates@eitas.org)

### **Complaint Acceptance**

At eitas, we will process complaints that are complete. Once a completed Title VI Complaint Form is received, the eitas Quality Assurance Supervisor will review it to determine if eitas has jurisdiction. The complaint will receive an acknowledgement letter informing them whether or not the complaint will be investigated by eitas.

### **Investigations**

Eitas will generally complete an investigation within 90 days from receipt of the completed complaint form. If more information is needed to resolve the investigation, eitas may contact the complainant.

Unless a longer period of time is specified by eitas, the complainant will have ten (10) days from the date of the letter to send requested information to the eitas investigator assigned to the case. If the requested information is not received within that timeframe, the case will be closed. A case can be administratively closed if the complainant no longer wishes to pursue the complaint.

## Letters of Closure or Findings

After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a Closure Letter or a Letter of Finding.

- A Closure Letter summarizes the allegations and states that there was not a Title VI violation and that the case is closed.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with eitas' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the Letter of Closure or Letter of Finding, stating the specific basis for reconsideration.

Eitas, will notify the complainant of the decisions to either accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, eitas will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, D.C. 20590.

If information is needed in another language, please contact the Quality Assurance Supervisor at Attn: Quality Assurance Supervisor, 8511 Hillcrest Rd., Kansas City, MO 64138 or by email at: [kyates@eitas.org](mailto:kyates@eitas.org) or by calling 816-363-2000.