

EITAS TRANSPORTATION SERVICES TITLE VI POLICY

If you are a participant in eitas transportation services and believe that 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 and click on Services, Transportation and Title VI Form. Information on how to file a Title VI complaint may also be obtained by calling our Administrative offices at (816) 363-2000 and requesting a copy be sent to you by mail or write to: eitas, 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: eitas
8511 Hillcrest Road, Suite 300
Kansas City, MO 64138

Complaint Acceptance:

Eitas will process complaints that are complete. Once a completed Title VI Complaint Form is received, the eitas Executive Director will review it to determine if eitas has jurisdiction. The complainant 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 Executive Director reviews the complaint, he/she 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 summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with the determination, the complainant may request reconsideration by submitting the request in writing to the Board Chair of eitas 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 Avenue SE, Washington, DC 20590.

If information is needed in another language, contact the eitas Executive Director at 8511 Hillcrest Road, Suite 300, Kansas City, MO 64138 or by calling (816) 363-2000.