



Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the transportation services of Multi Community Diversified Services, Inc.

Title VI, 42 U.S.C. §2000d 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 be subjected to discrimination under any program or activity receiving Federal financial assistance.

Multi Community Diversified Services, Inc. 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.IB, dated October 1, 2012. If you believe that Multi Community Diversified Services' federally funded transportation programs have discriminated against 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 believes she or he has been discriminated against on the basis of race, color, or national origin by Multi Community Diversified Services, Inc. (hereinafter referred to as MCDS) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A sample form is available by emailing ahagerman@mcds-ks.org and is available in hard copy at the MCDS corporate offices. Upon request, MCDS will mail the complaint form. MCDS investigates complaints received no more than 180 days after the alleged incident. MCDS will process complaints that are complete. If information is needed in another language, then contact Human Resources Manager at 620-241-6693.

Complaints should be mailed to or submitted by hand to:

MCDS
Attention: Human Resources
2107 Industrial Drive
McPherson, KS 67460



2. *Investigation of the Complaint*

Once the complaint is received, MCDS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him when the complaint will be investigated by our office. MCDS has 60 days to investigate the complaint. If more information is needed to resolve the case, MCDS may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the Human Resources Coordinator. If the Human Resources Coordinator is not contacted by the complainant or does not receive the additional information within 15 business days, MCDS can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

1. *Response to Complaint*

After the Human Resources Coordinator reviews the complaint, she/he can 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 LOP 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.

2. *Appeal*

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

The appeal should be mailed to:

**MCDS
Attention: Chief Executive Officer
2107 Industrial Drive
McPherson, KS 67460**

If the Complainant is dissatisfied with MCDS' resolution of the complaint, he/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 Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603**