

## **Title VI Complaint Procedure**

### **Strong House Adult Day Center**

*Contact: Title VI Coordinator Diane Gauthier, 203.245.0524*

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Strong House Adult Day Center may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints may be submitted to Strong House Adult Day Center, to the attention of the Title VI Coordinator, at 548 Durham Road Madison, CT 06443. Complaints may also be submitted to the Connecticut Department of Transportation to the attention of Debra Goss, Title VI Coordinator, at 2800 Berlin Turnpike Newington, CT 06111.

Strong House Adult Day Center, an affiliate of VNA Community Healthcare & Hospice, investigates complaints received no more than 180 days after the alleged incident. Strong House Adult Day Center/VNA CHCH will also notify the Connecticut Department of Transportation of any Title VI complaints received within 10 business days.

Once the complaint is received, the agency will review it to determine if we have jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

VNA Community Healthcare & Hospice has 60 days to investigate the complaint. If more information is needed to resolve the case, the agency 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, the agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the 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. 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 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 30 days after the date of the letter or the LOF to do so.

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.

*Language assistance services are available free of charge for non-English speaking or hearing impaired individuals. Call 203-458-4200, TRS 711*