

CHAPTER VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Jobs Plus Incorporated may file a Title VI complaint by completing and submitting the Title VI Complaint Form. You may obtain this form on our website at www.jobspluswaseca.com. Jobs Plus Incorporated 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, it will be reviewed by the Executive Director and/or the Board of Directors. The complainant will receive an acknowledgement letter informing him/her that the complaint has been received and will be investigated.

Jobs Plus has 14 business days from the date of receipt of the complaint to investigate. If more information is needed to resolve the case, Jobs Plus may contact the complainant. The complainant has 5 business days from the date of the letter to send requested information to the Executive Director and/or the Board of Directors. If the Executive Director is not contacted by the complainant or does not receive the additional information within 5 business days, the Executive Director and/or Board of Directors can close the case. A case can be closed also if the complainant no longer wishes to pursue their case.

After the Executive Director and/or the Board of Directors 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. A 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 30 days after the date of the letter 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 Ave. SE, Washington, DC. 20590.