

Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of Arrowhead West, 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 following statement:**

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.

Arrowhead West, 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 4702.1B, dated October 1, 2012. If you believe that Arrowhead West, Inc.'s federally funded programs have discriminated your civil rights on the basis of race, color or national origin you may file a written complaint by the procedure outlined below:

1. Submission of Complaint

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by Arrowhead West, Inc., may file a written complaint with Arrowhead West, Inc.'s Human Resource Manager. A sample complaint form is available for download at www.arrowheadwest.org and is available in hard copy at the offices of Arrowhead West, Inc. Upon request, Arrowhead West, Inc. will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact the Arrowhead West, Inc. Human Resource Manager at (620) 227-8803.

Nota: Se prestará asistencia en la preparación de cualquier queja a una persona o personas que lo soliciten, cuando proceda. Si se necesita información en otro idioma, póngase en contacto con Arrowhead West, Inc. Gerente de Recursos Humanos al (620) 227-8803.

Complaints should be mailed to or submitted by hand to:

Arrowhead West, Inc.
ATTN: Human Resource Manager
1100 East Wyatt Earp Boulevard
Dodge City, KS 67801

2. Referral to Review Officer

Upon receipt of a complaint, the Human Resource Manager of Arrowhead West, Inc. shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Human Resource Manager shall notify the Complainant of the

estimated timeframe for completing the review. Upon completing the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff reviewer(s) may recommend improvements to Arrowhead West, Inc. processes relative to Title VI as appropriate. The staff review officer(s) shall forward their recommendations to the Human Resource Manager for concurrence. If the Human Resource Manager concurs, he or she shall issue Arrowhead West, Inc.'s written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of complaint, Arrowhead West, Inc. shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Human Resource Manager's response, he or she may request reconsideration by submitting the request, in writing, to the Human Resource Manager within 10 calendar days after receipt of the Human Resource Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Human Resource Manager. The Human Resource Manager will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where Arrowhead West, Inc.'s Human Resource Manager agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the Human Resource Manager's response by submitting a written appeal to Arrowhead West, Inc.'s Board of Directors no later than 10 calendar days after receipt of the Human Resource Manager's written decision rejecting reconsideration. The Board of Directors will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

5. Submission of Complaint to the State of Kansas Department of Transportation

If the Complainant is dissatisfied with Arrowhead West, Inc.'s resolution of the complaint, he or 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