

Title VI: Complaint Process

Community Connections, Inc. (CCI) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Community Connections, Inc.

What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds 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.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

How do I file a complaint?

If you believe that you have received discriminatory treatment by the CCI on the basis of your race, color or national origin, you have the right to file a complaint with the CCI Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

[Title VI Complaint Form](https://www.communityconnectionsco.org/about-cci-1.html) link to <https://www.communityconnectionsco.org/about-cci-1.html>

Methods of filing a Complaint

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Title VI Coordinator

Matt Payne
Adult Services Program Director
Title VI Coordinator
Community Connections, Inc.
281 Sawyer Drive, Suite 200
Durango, CO 81303

Verbal complaints will be accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, call (970) 385-3447 and ask for the Title VI Coordinator. Complaints may also be filed with external entities such as the [Federal Transit Administration \(FTA\)](#). Please review information on the respective agency websites for details on filing Title VI complaints.

Should a complaint be filed with CCI and an external entity simultaneously, the external complaint shall supersede the CCI complaint and the CCI's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigations will address complaints against any CCI department(s). The investigation will be conducted in conjunction with and under the advice of the Human Resource Department.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Chief Administrative Officer.

The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Federal Transit Administration, the Equal Employment Opportunity Commission, or the Department of Fair Employment and Housing.