

Complaint Procedure

The Threshold Incorporated's Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Vestibules used for pickup and drop off
 - ✓ Client handbooks (provided at the start of services)
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Any person who believes they have been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by **The Threshold Incorporated** may file a complaint by completing and submitting **The Threshold Incorporated's** Complaint Form.

The Complaint Form may also be used to submit general complaints to **The Threshold Incorporated**.

The Threshold Incorporated encourages clients to talk first with their Service Coordinator to resolve a grievance or complaint. If this cannot be accomplished, a written grievance or complaint should be completed by using the appropriate form.

The Threshold Incorporated investigates complaints received no more than 180 calendar days after the alleged incident. **The Threshold Incorporated** will process complaints that are complete.

Once the complaint is received, **The Threshold Incorporated** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, **The Threshold Incorporated** will follow the steps listed in this complaint procedure. **The Threshold Incorporated** may also use this formal procedure to address general complaints. If **The Threshold Incorporated** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by **The Threshold Incorporated** as a civil rights complaint.

The Threshold Incorporated has ten (10) business days to investigate the civil rights complaint. If more information is needed to resolve the case, **The Threshold Incorporated** may contact the complainant.

The complainant has 180 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 30 business days, **The Threshold Incorporated** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued 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 letter of finding (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, the complainant has 30 business 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.

- If information is needed in another language, then contact 262-338-1188, ext. 525.
- Si se necesita informacion en otro idioma de contacto, 262-338-1188, ext. 525.
- Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 262-338-1188, ext. 525.