

Sycamore Services Inc. dba LINK Hendricks County
Title VI Complaint Procedure

It shall be the practice of Sycamore Services Inc. dba LINK Hendricks County to have a complaint procedure which prohibits discrimination on the basis of race, color, national origin, sex, age, disability or low-income status.

Sycamore Services, Inc is a recipient of federal financial assistance from the US Department of Transportation and Federal Highway Administration (FHWA). As a recipient, Sycamore Services, Inc. operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and the DOT Title VI regulations found in 49 CFR Part 21.

While the Title VI law only prohibits discrimination on the basis of race, color, and national origin, the FHWA Title VI Program incorporates related statutes that have been passed since 1964 and, therefore, prohibits discrimination on the basis of race, color, national origin, sex, age, and disability. Therefore, Sycamore Services, Inc. also operates its programs and services without regard to sex, age, or disability.

Any person who believes they experienced discrimination on the basis of race, color, national origin, sex, age, or disability may file a complaint with Sycamore Services, Inc.

This procedure is made available to all individuals who believe he or she has been aggrieved by any unlawful discriminatory practice in accordance with Federal Transit Administration (FTA) Title VI & Federal Highway Administration (FHWA) Requirements and Guidelines.

The **Sycamore Services Inc. dba LINK Hendricks County** Transit System's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website: www.sycamoreservices.com
- ✓ Public areas of the agency office (common area or public meeting rooms, etc.)
- ✓ Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other _____

Procedure:

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, age, disability or low-income status by the Sycamore Services Inc. dba LINK Hendricks County may file a Title VI complaint by completing and submitting the agency's Title VI & ADA Complaint Form to the agency's Chief Executive Officer (CEO). The Sycamore Services Inc. dba LINK Hendricks County investigates complaints received no more than 180 days after the alleged incident. Sycamore Services Inc. dba LINK Hendricks County will process complaints that are complete.

Once the complaint is received, Sycamore Services Inc. dba LINK Hendricks County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Sycamore Services Inc. dba LINK Hendricks County has five (5) days to investigate the complaint. If more information is needed to resolve the case, Sycamore Services Inc. dba LINK Hendricks County may contact the complainant. The complainant has five (5) business days from the date of the acknowledgement 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 five (5) business days, Sycamore Services Inc. dba LINK Hendricks County can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her 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 (LOF).
 - 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 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 fifteen (15) days after the date of the letter or the LOF to do so.

Sycamore Services Inc. dba LINK Hendricks County shall prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, national origin, sex, age, disability or low-income status, which shall include data on the following: Any known active investigations conducted by Federal Transit Administration (FTA), Federal Highway Administration (FHWA) and entities other than FTA and FHWA; Lawsuits; and Complaints naming Sycamore Services Inc. dba LINK Hendricks County the Rural Transit System and/or Section 5311 Sub-Recipient, Sycamore Services Inc. dba LINK Hendricks County.

A person may file a complaint directly with:

- Sycamore Services Inc. dba LINK Hendricks County to Sycamore Services, Inc. HR/QA Director, LaDonna Everroad, at Sycamore Services, Inc. Corporate office, 1001 Sycamore Lane, Danville Indiana 46122. Contact number: 1-866-573-0817 Email: lrbrinkman@sycamoreservices.com
- Federal Transit Administration (FTA), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.
- Federal Highway administration (FHWA) at FHWA Office, 1200 New Jersey Avenue SE, Washington, DC 20590.
- If information is needed in another language or mode of communication, then contact: **1-866-573-0817. For Hearing Impaired or Spanish, call Relay Indiana: Dial 711**
- **Si se necesita información en otro idioma o modo de comunicación, a continuación, póngase en contacto con: 1-866-573-0817. Para personas con problemas auditivos o español, llamada de retransmisión Relay Indiana: Marque 711**

Approved _____

Date _____