

Procedure for Filing a Title VI/ADA Discrimination Complaint

Filing a Title VI/ADA Discrimination Complaint

The complaint procedures apply to the clients of Ozark Center's programs, activities and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, national origin or disability by Ozark Center may file a Title VI/ADA complaint by completing and submitting the agency's **Title VI/ADA Discrimination Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint. Discrimination complaints regarding age and sexual orientation may also be submitted on this form.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website and in public areas of our agency.

You may download the Ozark Center Title VI/ADA Discrimination Complaint Form at www.OzarkCenter.com or request a copy by writing to 1105 E 32nd St. Suite 2, P.O. Box 2526, Joplin, MO 64803. Information on how to file a Title VI/ADA complaint may also be obtained by calling Ozark Center Director of Risk/Quality Improvement at 417-347-7600.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known. The agency should contact for further information about the allegations.

Please submit your complaint form to Ozark Center, Attn: Director of Risk/Quality Improvement, 1105 E 32nd St. Suite 2, P.O. Box 2526, Joplin, MO 64803.

COMPLAINT ACCEPTANCE: Ozark Center will process complaints that are received in a timely manner and that are completed in full. Once a completed Title VI/ADA Discrimination Complaint Form is received, Ozark Center will review it to determine if Ozark Center has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Ozark Center.

INVESTIGATIONS: Ozark Center will generally complete an investigation within ninety (90) days from receipt of a completed complaint form and initiate an investigation with ten (10) days of receipt. If more information is needed to resolve the case, Ozark Center may contact the complainant. Unless a longer period is specified by Ozark Center, the complainant will have ten

(10) days from the date of the letter to send requested information to the Ozark Center investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Director of Risk/Quality Improvement reviews the complaint, he/she will issue a letter to the complainant explaining the result/actions taken.

If the complainant disagrees with Ozark Center's determination, the complainant may request reconsideration by submitting the request in writing to the Chief Administrative Officer within fifteen (15) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Ozark Center will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Ozark Center will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a civil rights complaint, at any time, with the U.S. Department of Health & Human Services, Office for Civil Rights, at <https://ocrportal.hhs.gov/ocr/portal/lobby.isf> or by mail or phone at: U.S. Department of Health & Human Services, 200 Independence Avenue, SW., Room 509F, HHH Building, Washington, DC, 20201, 800-368-1019 (phone) or 800-537-7697 (TDD) or the Federal Transit Administration, Office of Civil Rights, Midwest Region, 1200 New Jersey Avenue, SE, Washington DC 20590 if the complaint is in regards to transportation services offered by Ozark Center.

If information is needed in another language, contact Ozark Center Director of Risk/Quality Improvement at 1105 E 32nd St. Suite 2, P.O. Box 2526, Joplin, MO 64803 or at 417-347-7600.