

NOTICE: Catholic Charities **Indianapolis Title VI Policy**

In accordance with Title VI of the Civil Rights Act of 1964, Catholic Charities Indianapolis operates its programs without regard to race, color or natural origin. If you believe you have been the victim of a discriminatory practice under Title VI, you may file an official complaint. For more information on Catholic Charities Indianapolis's Title VI Policy and the procedure to file a complaint, Contact:

Catholic Charities Indianapolis
317.235.1500
Monday–Thursday 8 am–5:30 pm
www.HelpCreateHope.org

AVISO: Catholic Charities **Indianapolis Del Titulo VI**

De conformidad con el Titulo VI de la ley de Derechos Civiles de 1964, Catholic Charities Indianapolis opera las programas de transporte sin consideracion de la raza, el color u origen nacional. Si usted cree que ha sido victima de una practica discriminatoria en virtud del Titulo VI, puede presentar una queja oficial. Para mas informacion sobre la norma del Titulo VI y el proceso de presentar una queja, contacte:

Catholic Charities Indianapolis
317.236.1500
lunes-jueves: 8 am–5:30 pm
www.HelpCreateHope.org

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by **A Caring Place Adult Day Services (ACP) Catholic Charities Indianapolis** may file a Title VI complaint by completing and submitting the corporation's Title VI Complaint Form by mail or fax to the attention of the Director of Compliance and Civil Rights. ACP investigates complaints received no more than 180 days after the alleged incident. ACP will only process complaints that are complete. Complaint forms may be found on the ACP website (Archindy.org) or by calling A Caring Place Adult Day Services.

Once the complaint is received, ACP 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.

ACP has 60 days to investigate the complaint. If more information is needed to resolve the case, ACP may contact the complainant. The complainant has 10 business days from the date of the request letter to send the information to the Director of Compliance and Civil Rights. If the Director of Compliance and Civil Rights is not contacted by the complainant or does not receive the additional information within 10 business days, ACP can administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue his or her case.

After the Director of Compliance and Civil Rights 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 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 15 days after the date of the closure letter or LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration (FTA):

FTA Office of Civil Rights
Attn: Title VI Program Coordinator
East Building
1200 New Jersey Avenue SE
Washington, DC 20590.

If information is needed in another language, call A Caring Place Adult Day Services, (317) 466-0015

Si se necesita información en otro idioma, llame al 317-466-0015