

# TITLE VI: COMPLAINT PROCESS

## Florida Center for the Blind, Inc.

Florida Center for the Blind, Inc. (FCB) grants all clients equal access to all its transportation services. It is further the intent of FCB, that all clients are aware of their rights to such access. This site is designed to serve as an educational tool for clients so that they may understand one of the civil rights laws that protect their benefit of FCB programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

### **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 FCB on the basis of your race, color or national origin, you have the right to file a complaint with FCB. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Visit [www.flblind.org](http://www.flblind.org) for both English and Spanish versions of the complaint form.

### **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:

Anissa Brescia, President/CEO  
Florida Center for the Blind  
1411 NE 22<sup>nd</sup> Avenue  
Ocala FL 34470

Verbal complaints will be accepted and transcribed by the Title VI Coordinator, Matthew Thompson. To make a verbal complaint, call (352) 873-4700 and ask for Matthew Thompson.

### **Investigations**

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation.

The investigations will address complaints against any FCB department(s). The investigation will be conducted in conjunction with and under the advice of FCB's President/CEO.

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 President/CEO.

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.