

Voluntary Action Center of Northern Illinois

TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin, or any other protected class as amended from time to time, under VAC's programs or related benefits, you may file a complaint with the VAC's Chief Executive Officer (CEO), 1606 Bethany Rd., Sycamore, IL 60178 or by telephone (815) 758-3932. **We encourage you to make your complaint in writing.**

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The EEO Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

- Identify and review all relevant documents, practices, and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the CEO will complete a final report for the VAC Board of Directors. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the VAC Board of Directors, President, 1606 Bethany Rd., Sycamore, IL 60178.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination via the following contact information:

Federal Transit Administration
Office of Civil Rights
200 West Adams Street, Suite 320,
Chicago, Illinois 60606,
Phone: (312) 353-3770

The CEO shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by VAC in response to the complaint. Should VAC receive a Title VI complaint in the form of a formal charge or lawsuit, VAC's attorney shall be responsible for the investigation and maintaining a log as described herein.

Adopted: June 2009

Amended: November 1, 2023