Complaint Procedure

Any person who believes they’ve been discriminated against on the basis of race, color, or national origin, religion, gender, disability or age by **Options in Community Living, Inc.** may file a complaint by completing and submitting the agency’s Complaint Form.

The Complaint Form may also be used to submit general complaints to **Options in Community Living, Inc.**

**Options in Community Living, Inc.** investigates complaints received no more than 180 business days after the alleged incident. **Options in Community Living, Inc.** will process complaints that are complete.

Once the complaint is received, **Options in Community Living, Inc.** will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter stating whether the complaint will be investigated by **Options in Community Living, Inc.**

**Options in Community Living, Inc.** has 60 business days to investigate the complaint. If more information is needed to resolve the case, **Options in Community Living, Inc.** may contact the complainant.

The complainant has 10 business days from the date of the 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 10 business days, **Options in Community Living, Inc.** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued 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.
* A **letter of finding (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, the complainant has 30 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 608-249-1585.

Si se necesita informacion en otro idioma de contacto 608-249-1585.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-249-1585.