



NOTICE TO THE PUBLIC

Procedures for Tracking and Investigating Civil Rights Complaints

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, or national origin in programs and services funded, in whole or part, by financial assistance from the United States Government. The Americans With Disabilities Act (ADA) prohibits discrimination on the basis of disability.

All services and programs operated or sponsored by New Hope Center, 443 Manhattan Street, Chilton, WI 53014, are subject to the requirements and obligations of Title VI and the ADA. It is the intention of New Hope Center, Inc. to fully comply with Title VI and the ADA.

Under the provisions of Title VI and the ADA, persons who believe that they have experienced or witnessed any act or inaction, intentional or otherwise, in any program, service, or activity operated by or sponsored New Hope Center that results in or may result in disparate treatment or impact, or perpetuates the effects of prior discrimination on the basis of race, color, or national origin or disability may file a written complaint with New Hope Center or the U.S. Federal Transit Administration.

Complaints filed directly with Federal Transit Administration must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Federal Transit Administration Office of Civil Rights
Attention Title VI Program Coordinator
East Building , 5th. Floor – TCR
1200 New Jersey Ave. , SE
Washington, D. C, 20590

It shall be the responsibility of the Executive Director, or his designee, to track, investigate and document Title VI and ADA complaints.

How to File A Complaint To New Hope Center

A person with a Title VI or ADA complaint may also submit the complaint to New Hope Center using the following procedures:

1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, email, fax, or hand delivered. Forms are available in the office as well.



2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incidence, and the identity of the person, department or service that caused the complaint.
3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between New Hope Center and the person filing the complaint.
4. All complaints shall be addressed to the New Hope Center Executive Director.

New Hope Center Complaint Procedure

1. The person filing a complaint on the basis of discrimination based on race, color, or national origin or disability will be informed that the complaint may be either filed directly with the FTA or with New Hope Center. The contact information for the FTA will be provided should the person opt to file directly with FTA. NHC's Executive Director shall be responsible for follow up and monitoring FTA action.
2. If the person opts to file the complaint with NHC, the complaint will be directed by the Executive Director to the appropriate department manager for a fact-finding review. The manager will prepare a written response to the complaint and submit it to the NHC Executive Director.
3. If the complaint is valid and supported by facts, the Executive Director will order corrective action be taken.
4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
5. If the proposed remedy is not acceptable, the person who filed the complaint may request a hearing with New Hope Center's executive staff for purposes of stating their complaint and identifying an appropriate remedy.
6. The executive staff will issue a response and recommend a remedy within ten days of the hearing.
7. If acceptable, the matter is concluded. If not, the person is again advised of the appropriate steps to file the complaint with the FTA.

**Requests for this document in alternate format may be directed to
New Hope Rehabilitation Director Martha Leppanen at:
mleppanen@newhopeinc.org or by phone at 920-849-9351**