



Title VI Complaint Procedures

Purpose. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Tableland Services, Inc. (Tableland or the Agency) is committed to operating its federally assisted programs, services, and activities without regard to race, color, or national origin and to providing fair and meaningful access consistent with applicable federal requirements.

Agency Commitment

Tableland is committed to:

- Providing federally assisted programs, services, and activities without discrimination on the basis of race, color, or national origin;
- Promoting full and fair participation of affected populations in Agency programs, services, activities, and related decision-making;
- Preventing the denial, reduction, or delay of benefits based on race, color, or national origin; and
- Providing meaningful access to programs, services, and activities for persons with limited English proficiency, consistent with applicable requirements.

Management and employees share responsibility for carrying out the Agency's Title VI commitment. The Tableland Human Resources Director serves as the Title VI Coordinator and is responsible for administering the Title VI complaint process and for receiving and coordinating the investigation of Title VI complaints.

Who May File and When

Any person who believes they have been subjected to discrimination based on race, color, or national origin in connection with a Tableland federally assisted program, service, or activity may file a Title VI complaint with Tableland. Complaints must be filed within 180 days of the date of the alleged discrimination.

How to File a Complaint

A complaint may be submitted using the Agency's Title VI Complaint Form. The form may be obtained from the Tableland Human Resources Office, from the Agency's website, or by calling 814-445-9628. Complaints should be submitted in writing and may be delivered by mail, in person, or by email to the Title VI Coordinator.

Submit to Tableland Services, Inc. (Agency)

Attn: Title VI Coordinator
535 E. Main Street
Somerset, PA 15501

Email / Questions

jhemminger@tableland.org
814-445-9628 ext. 215
Title VI complaint process

Tableland will provide reasonable assistance with the complaint process, including assistance for individuals who need an accessible format, communication assistance, or information in another language. For additional information regarding the Agency's Title VI obligations, contact the Title VI Coordinator at 814-445-9628, extension 215.

What Happens After Tableland Receives a Complaint?

The Title VI Coordinator will acknowledge receipt of the complaint and review it to determine whether it is complete and whether additional information is needed. If additional information is required, the complainant will be contacted by phone, email, or in writing and given a reasonable date by which to respond. Failure to provide requested information may delay resolution or result in administrative closure of the complaint when the Agency cannot proceed without the information.

After the information needed to evaluate the complaint has been received, Tableland will conduct an investigation and use reasonable efforts to complete the investigation within 60 days of receipt of a complete complaint. The complainant will be notified if additional information is needed or if circumstances require additional time to complete the review.



Investigation

The Title VI Coordinator will coordinate a prompt and impartial review of each complaint. Reasonable measures will be taken to protect confidential information. The investigation will include, as appropriate:

- Identifying and reviewing relevant documents, records, practices, policies, and procedures;
- Interviewing the complainant, witnesses, employees, and other persons with relevant information; and
- Reviewing any other information necessary to determine whether discrimination based on race, color, or national origin occurred.

Determination and Corrective Action

At the conclusion of the investigation, Tableland will notify the complainant of the outcome through either a Closure Letter or a Letter of Finding (LOF). If a Title VI violation is found, Tableland will take appropriate corrective action. The written determination will summarize the outcome and, when appropriate, the corrective action taken or planned, subject to applicable confidentiality requirements.

Appeal

A complainant who wishes to appeal Tableland's determination may submit a written appeal within 30 days of the date of the Closure Letter or Letter of Finding to the Tableland Executive Director at:

**Tableland Services, Inc.
Attn: Executive Director
535 E. Main Street
Somerset, PA 15501**

Complaint Records

The Title VI Coordinator will maintain the Tableland Title VI Complaint Log, including the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Tableland. Records relating to Title VI complaints, investigations, and resolutions will be maintained for a minimum of three (3) years. If the Agency receives a complaint in the form of a formal administrative charge or lawsuit, the matter will be forwarded to Tableland's legal counsel.

Additional External Filing Option

A person may also file a Title VI complaint directly with the Federal Transit Administration (FTA) Office of Civil Rights, generally no later than 180 days after the date of the alleged discrimination:

**Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590**

Accessible formats and language assistance: This procedure and the Title VI Complaint Form are available in accessible formats upon request. Language assistance is also available. Contact the Title VI Coordinator at 814-445-9628, extension 215, for assistance.