

ST. COLETTA'S OF ILLINOIS, INC. TITLE VI PROGRAM POLICY/PROCEDURES

Title VI of the 1964 Civil rights Act requires that *“No person in the United States shall, on the ground 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.”*

Any person who believes that she or he has been aggrieved by an unlawful discriminatory practice on the basis of race, color, or national origin by ST. COLETTA'S OF ILLINOIS, INC. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

How do you file a complaint?

You may download ST. COLETTA'S OF ILLINOIS, INC.'s Title VI Complaint Form at info@stcil.org, or request a copy by writing or phoning:

ST. COLETTA'S OF ILLINOIS, INC.
18350 Crossing Drive
Tinley Park, IL 60487
708-342-5200 (Phone)
708-342-2679 (Fax)

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information; and
- The names of any persons, if know, whom the director could contact for clarity of your allegations.

Please submit your complaint form to the address listed below:

Annette Skafgaard, Executive Director
St. Coletta's of Illinois, Inc.
18350 Crossing Drive, Tinley Park, IL 60487
708-342-5279 (Fax)
info@stcil.org

How will your complaint be handled?

ST. COLETTA'S OF ILLINOIS, INC. investigates complaint received no more than 180 days after the alleged incident. ST. COLETTA'S OF ILLINOIS, INC. will process complaints that

are complete. Once a completed complaint is received, ST. COLETTA'S OF ILLINOIS, INC. will review it to determine if ST. COLETTA'S OF ILLINOIS, INC. has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by ST. COLETTA'S OF ILLINOIS, INC.

ST. COLETTA'S OF ILLINOIS, INC. will generally complete an investigation within 90 days from receipt of a completed complaint form. ST. COLETTA'S OF ILLINOIS, INC. may contact the complainant if more information is needed to resolve the case. Unless a longer period is specified by ST. COLETTA'S OF ILLINOIS, INC. the complainant will have 10 days from the date of the letter to send requested information to ST. COLETTA'S OF ILLINOIS, INC.'s investigator assigned to the case.

If ST. COLETTA'S OF ILLINOIS, INC.'s investigator is not contacted by the complainant or does not receive the additional information within the required timeline, ST. COLETTA'S OF ILLINOIS, INC. may administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After an investigation is complete, ST. COLETTA'S OF ILLINOIS, INC. will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with ST. COLETTA'S OF ILLINOIS, INC.'s determination, she/he may request reconsideration by submitting a request in writing to ST. COLETTA'S OF ILLINOIS, INC.'s Director of Human Resources within seven days after the date of ST. COLETTA'S OF ILLINOIS, INC.'s letter, stating with specificity the basis for the reconsideration. The Director of Human Resources will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Director of Human Resources will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the FTA:

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave, SE
Washington, DC 20590

If information is needed in another language, contact ST. COLETTA'S OF ILLINOIS, INC. at 708-342-5200.

Title VI Program

The Title VI Program was adopted by the ST. COLETTA'S OF ILLINOIS, INC. Board of Directors on the 13th day of August, 2014.