



Grand County Council on Aging **Title VI Civil Rights Complaint Process and Form**

The **Grand County Council on Aging** operates without regard to race, color, or national origin.

Grand County Council on Aging provides equal access to its programs and services to all members of the public. The following information serves to inform the public of its right to this access, and to educate members of the public so that they may understand their rights under the civil rights law which protects the receipt and benefit of services as defined by Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds 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." Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

For information on Title VI complaint and investigation procedures, or to fill out a Title VI complaint form, please see the following Grand County Council on Aging Title VI Complaint and Investigation Procedures and [Title VI Civil Rights Complaint Form](#). To obtain more information on Grand County Council on Aging's non-discrimination obligations, please submit a written request to: Grand County Council on Aging Attn: Executive Director, P.O. Box 42, Granby, CO 80446 or contact the CDOT Civil Rights & Business Resource Center, Colorado Department of Transportation, Title VI Coordinator, 4201 East Arkansas Ave. Denver, CO 80222

Grand County Council on Aging Title VI Complaint and Investigation Procedures

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Grand County Council on Aging.

These procedures do not affect the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Grand County Council on Aging may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination

prohibited under Title VI and related statutes may file a [written complaint](#) and send it to the following:

Executive Director
Grand County Council on Aging
P.O. Box 42
Granby, CO 80446
Phone: (970) 887-3222

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228-2583, Phone: (720) 963-3313.

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A Grand County Council on Aging [Title VI Complaint Form](#) may be requested by calling (970) 887-3222 or writing Grand County Council on Aging at the address listed below. Grand County Council on Aging encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Executive Director
Grand County Council on Aging
P.O. Box 42
Granby, CO 80446
Phone: (970) 887-3222

2.) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Executive Director, Grand County Council on Aging. Under these circumstances, the Complainant will be interviewed, and the Executive Director will assist the Complainant in converting the verbal allegations to writing.

3.) When a complaint is received, the Executive Director will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.

4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5.) Within fifteen (15) calendar days from receipt of a complete complaint, Grand County Council on Aging will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of Grand County Council on Aging's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.

6.) When Grand County Council on Aging does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7.) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

8.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.

9.) If the Complainant is dissatisfied with Grand County Council on Aging's resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave., S.E. Washington D.C. 20590, Phone: 202-366-4648