

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, age, or disability by Opportunity Inc. may file a Title VI complaint by completing and submitting the agency's Title VI complaint form.

Opportunity Inc. investigates complaints received no more than 15 days after the alleged incident. Opportunity Inc. will process complaints that are complete.

Once the complaint is received, Opportunity Inc. will review the complaint to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Opportunity Inc. has 15 days to investigate the complaint. If more information is needed to resolve the case, Opportunity 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, Opportunity 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, she/he will issue one of two letters 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 LOF summarizes the allegations and the results 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, she/he has 10 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 Ave., SE, Washington, DC 20590.

OPPORTUNITY INC. - TITLE VI COMPLAINT FORM

Please submit this form in person or mail form to:

Opportunity Inc. Attn: Title VI Coordinator 740 N Third Street Wausau WI 54403

Section I:

Name:

Address:

Telephone (Home):

Telephone (Work):

Electronic Mail Address:

Accessible Format
Requirements?

Large Print
TDD

Audio Tape
Other

Section II:

Are you filing this complaint on your own behalf?

Yes

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are filing complaint:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin Sex Age Disability

Date of Alleged Discrimination (Month/Day/Year): _____

(Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.)

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes; No

If yes, check all that apply: Federal Agency; Federal Court;

State Agency; State Court; Local Agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Phone#

Signature & Date

