

## Complaint Procedure

### Title VI Civil Rights Act

# Church Homes, Inc., Congregational

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Church Homes, Inc., Congregational d/b/a Avery Heights (hereinafter referred to as (“the facility”)) may file a Title VI Complaint by completing and submitting a Title VI Complaint form as provided by this facility. The facility will investigate all completed complaints promptly.

Upon receipt of completed complaint, facility will notify complainant by letter outlining the facility’s determination as to whether the complaint will be investigated

The facility will complete investigations within 30 days. The facility may, from time to time, require, and request in writing, additional information from the complainant. Complainant has 10 days from the date of the letter to provide requested additional information. Failure to provide this information will result in the facility’s determination to close the case.

The facility’s investigation will result in one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter advises the complainant that the facility concluded that there was no Title VI violation. A letter of finding summarizes the complaint and discloses corrective actions to be taken, including disciplinary action, additional training or such other action as is appropriate.

Complainant may appeal the closure letter or the letter of finding within 10 days of the letter received.

Complainant may file a complaint directly with the Federal Transit Authority at FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, D.C. 20590. Complainant may also file a complaint with the Title VI Coordinator, CT Department of Transportation, 2800 Berlin Turnpike, Newington, CT 06111.