



## **Notifying the Public of Rights under Title VI**

West Vue, Inc. posts Title VI notices on our agency's website, in public areas of our agency and in our vehicles.

West Vue, Inc. operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

West Vue, Inc. shall not discriminate against an individual with a disability in connection with the provision of transportation service per Titles II and III of the Americans with Disability Act of 1990 (ADA).

For more information on the West Vue Inc.'s Title VI program, and the procedures to file a complaint, contact the CEO at (417) 256-2152; [jmoushon@westvueinc.org](mailto:jmoushon@westvueinc.org); or visit our administrative office at 210 Davis Drive, West Plains, MO 65775. For more information visit [www.westvueinc.org](http://www.westvueinc.org).

If you believe you have been discriminated against on the basis of race, color, national origin, or disability status by West Vue, Inc., you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

### **How to file a Title VI complaint with West Vue, Inc.:**

1. You may obtain a Complaint Form from the Business Office at 210 Davis Drive, West Plains, MO 65775; or you may download a Complaint Form from [www.westvueinc.org](http://www.westvueinc.org).
2. In addition to the complaint process at West Vue, Inc., complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact (417) 256-2152.

## **D. Procedure for Filing a Title VI Complaint**

### **Filing a Title VI Complaint**

The complaint procedures apply to the beneficiaries of West Vue, Inc.'s programs, activities, and services.

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by West Vue, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

**HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website, in public areas of our agency, and in our vehicles.

You may download the West Vue, Inc. Title VI Complaint Form at [www.westvueinc.org](http://www.westvueinc.org), or request a copy by writing to 210 Davis Drive, West Plains, MO 65775. Information on how to file a Title VI complaint may also be obtained by calling the CEO at (417) 256-2152.

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

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to West Vue, Inc., Attn: CEO, 210 Davis Drive, West Plains, MO 65775.

**COMPLAINT ACCEPTANCE:** West Vue, Inc. will process complaints that are complete. Once a completed Title VI Complaint Form is received, West Vue, Inc. will review it to determine if West Vue, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by West Vue, Inc.

**INVESTIGATIONS:** West Vue, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, West Vue, Inc. may contact the complainant. Unless a longer period is specified by West Vue, Inc., the complainant will have ten (10) days from the date of the letter to send requested information to the West Vue, Inc. investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 Letter of Finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant disagrees with West Vue, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. West Vue, Inc. will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, West Vue, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

West Vue, Inc. will notify the Missouri Department of Transportation of all Discrimination complaints within 72 hours by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via email at [TitleVI@modot.mo.gov](mailto:TitleVI@modot.mo.gov).

If information is needed in another language, contact West Vue, Inc. at 210 Davis Drive, West Plains, MO 65775 or at (417) 256-2152.

Attachment 2

West Vue, Inc. TITLE VI COMPLAINT FORM

No person in the United States shall, on the basis of race, color, national origin or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Jalynn Moushon
West Vue, Inc.
210 Davis Drive, West Plains, MO 65775
jmoushon@westvueinc.org
(417) 255-2156

PLEASE PRINT

Form with 7 numbered sections for complaint information, including name, address, contact details, and relationship to the complainant.

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: ( ) _____ - _____
Address: _____
City: _____ State: _____ Zip Code: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

\_\_\_\_\_  
Signature Date

If you completed Questions 4, 5 and 6, your signature and date is required:

\_\_\_\_\_  
Signature Date