TITLE VI COMPLAINT PROCEDURE

Carroll County RSVP

1. Purpose

Carroll County RSVP is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in any program, service, or activity on the basis of race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

This procedure provides a process for individuals to file a Title VI discrimination complaint regarding programs, services, or activities administered by Carroll County RSVP.

2. Who May File a Complaint

Any person who believes that they have been subjected to discrimination on the basis of race, color, or national origin by Carroll County RSVP may file a Title VI complaint. A complaint may be filed by the individual or by an authorized representative on the individual's behalf.

3. Time Limit for Filing

A Title VI complaint should be filed within 180 calendar days from the date of the alleged discrimination. Carroll County RSVP may consider a complaint filed after 180 days when circumstances warrant and when permitted by applicable requirements.

4. How to File a Complaint

Complaints should be submitted in writing using the Carroll County RSVP Title VI Complaint Form, when possible. The complaint should include the complainant's name and contact information; a description and date of the alleged discriminatory action; the basis of the complaint (race, color, and/or national origin); names of individuals and witnesses involved, if known; supporting information; and the complainant's signature and date.

Individuals who need assistance completing the complaint form, including individuals with disabilities or persons with limited English proficiency, may request reasonable assistance from Carroll County RSVP.

5. Where to Submit a Complaint

Mary Carey Seavey, Title VI Coordinator
Carroll County RSVP
71 Hobbs Street, Unit #310
Conway, NH 03818
Telephone: (603) 356-9331
Email: mseavey@carrollcountynh.org

6. Receipt and Initial Review

Upon receipt of a Title VI complaint, the Title VI Coordinator will review the complaint to determine whether it contains sufficient information and falls within the scope of Title VI. The complainant will be contacted if additional information is required. Carroll County RSVP will maintain confidentiality to the extent reasonably possible and consistent with the need to investigate and resolve the complaint.

7. Investigation

If the complaint is accepted for investigation, the Title VI Coordinator will conduct or coordinate a fair and impartial review. The investigation may include review of the complaint and supporting documentation; interviews with the complainant, employees, volunteers, witnesses, or others with relevant information; review of applicable policies, procedures, records, and correspondence; and collection of other information necessary to determine the facts.

8. Determination and Written Response

After reviewing the available information, Carroll County RSVP will provide the complainant with a written response explaining the findings and, when appropriate, any corrective action that will be taken. Carroll County RSVP will make every reasonable effort to investigate and resolve Title VI complaints promptly.

9. Corrective Action

If an investigation determines that discrimination occurred, Carroll County RSVP will take appropriate corrective action. Corrective action may include changes to policies or procedures, additional employee or volunteer training, measures to improve access to programs and services, or other actions necessary to prevent recurrence.

10. Right to File With an External Agency

The use of Carroll County RSVP's internal complaint procedure does not prevent an individual from filing a Title VI complaint directly with an appropriate state or federal agency. A complainant is not required to complete Carroll County RSVP's internal complaint process before exercising rights available under applicable federal or state law.

11. Retaliation Prohibited

Carroll County RSVP prohibits retaliation, intimidation, coercion, or discrimination against any individual because that person filed a Title VI complaint, participated in an investigation, provided information, or otherwise exercised rights protected under Title VI. Any allegation of retaliation will be taken seriously and reviewed promptly.

12. Complaint Records

Carroll County RSVP will maintain appropriate records of Title VI complaints and their disposition in accordance with applicable federal and state requirements and the organization's record-retention practices. Records may include the original complaint, correspondence, investigation notes, supporting documentation, findings, corrective actions, and final disposition.

13. Accessibility

This Title VI Complaint Procedure and the Carroll County RSVP Title VI Complaint Form will be made available to the public. Upon request, Carroll County RSVP will provide reasonable assistance, alternative formats, or language assistance to individuals who need help accessing or understanding the complaint process.