

Title VI Complaint Procedure

Your Civil Rights

RSVP operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with RSVP. For more information on RSVP's civil rights program and the procedures to file a complaint, please contact (603) 356-9331; email mary.ccrsvp@gmail.com or visit our administrative office at 53 Technology Lane, Conway, NH from 9am to 4pm. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about RSVP programs and services, visit www.carrollcountyrsvp.org. If information is needed in another language, please contact Carroll County Retired & Senior Volunteer Program at (603) 356-9331.

Dissemination of Notice

Carroll County Retired & Senior Volunteer lets potential clients about the different services our agency offers through social media, including Facebook, Twitter, and Instagram; customer database email addresses; quarterly newsletter; print media, including newspapers, magazines, and brochures; Carroll County, NH Community Transport Services Directory; annual appeal mailings; 211 NH; Memorial Hospital, Gibson Center for Senior Services; Visiting Nurse Home Care & Hospice of Carroll County; Saco River Medical Group; Huggins Hospital; White Mountain Community Health Center; Maine Medical Center; DAV; DHHS; Northern Human Services; Ossipee Concerned Citizens; North Conway Community Center; SAU9; ServiceLink of Carroll County; Tamworth Community Nurse Association; Salvation Army; Town of Conway; Vaughn Community Services; Tri-County CAP; Conway Public Library; Pope Memorial Library, Cook Memorial Library; Ossipee Public Library; MWV Chamber of Commerce; Ossipee Chamber of Commerce; and MWV- Age-Friendly Aging Services Resource Guide – Carroll County, NH.

Discrimination Complaint Procedures

RSVP has established a process for riders to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the based-on race, color, or national origin by **Carroll County Retired & Senior Volunteer Program** may file a Title IV complaint by completing and submitting the agency's Title VI Complaint

available at our administrative offices or on our website www.carrollcountyrsvp.org.

Reference Appendix A for a copy Carroll County Retired & Senior Volunteer Complaint Form. The Procedure

If you believe that you have received discriminatory treatment by **Carroll County Retired & Senior Volunteer Program** based on race, color, or national origin you

have the right to file a complaint to Carroll County Retired & Senior Volunteer Program Director Mary Carey Seavey. **Copies of** Complaints are also sent to the New Hampshire Department of Transportation for review within five (5) days of receipt of complaint.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

**Mary Carey Seavey, Director
Carroll County Retired & Senior
Volunteer Program PO Box 1182
North Conway, NH 03860**

Verbal complaints are accepted and transcribed by Mary Carey Seavey. To make a verbal complaint, call (603)356-9331 and ask for Mary Carey Seavey.

Carroll County Retired & Senior Volunteer Program investigates complaints received no more than 180 days after the alleged incident. **RSVP** will process complaints that are complete. Once the complaint is received, **the RSVP** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **RSVP**.

RSVP has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the **RSVP** may contact the complainant. The complainant has thirty days from the date of the letter to send the requested information to the investigator assigned to the case.

If **RSVP's** investigator is not contacted by the complainant or does not receive the additional Information within thirty days, **RSVP** 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, one of two letters will be issued 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 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 wishes to appeal against the decision, she/he has ten 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: Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

RVSP maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming RVSP that allege discrimination based on race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by RVSP in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there are zero complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.