

Discrimination Complaint Procedures

Paul Phillippe Resource Center 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 basis of race, color, or national origin by **Paul Phillippe Resource Center** may file a Title IV complaint by completing and submitting the agency's Title VI Complaint form available at our administrative offices or on our website clintonpprc.weebly.com.

Paul Phillippe Resource Center will notify INDOT of all formal complaints within five business days of receiving the complaint.

The Procedure

If you believe that you have received discriminatory treatment by the Paul Phillippe Resource Center on the basis of race, color, or national origin you have the right to file a complaint with the **Paul Phillippe Resource Center's Executive Director**.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

Dawn Layton, Executive Director
401 West Walnut Street
Frankfort, In 46041

Verbal complaints are accepted and transcribed by **the Executive Director**. To make a verbal complaint, call 765-659-4060 and ask for **the Executive Director**.

Paul Phillippe Resource Center investigates complaints received no more than **180 days after** the alleged incident. Paul Phillippe Resource Center will process complaints that are complete. Once the complaint is received, **Paul Phillippe Resource Center** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **the Paul Phillippe Resource Center**.

Paul Phillippe Resource Center has up to **60 days** to investigate the complaint. If more information is needed to resolve the case, the **Paul Phillippe Resource Center** may contact the complainant. The complainant has ten days from the date of the letter to send requested information to the investigator assigned to the case.

If **Paul Phillippe Resource Center's** investigator is not contacted by the complainant or does not receive the additional Information within ten days, **Paul Phillippe Resource Center** 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 the decision, she/he has fifteen 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