



## Nondiscrimination Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by Ridgeview or its subrecipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complaint.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint.

### PROCEDURES:

1. Any individual, group of individuals, or entity that believes that they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the Ridgeview Title VI Coordinator (Director of Quality and Compliance). A formal complaint must be filed within **180 calendar days** of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
  - a. Complaint must be in writing and signed by the complainant(s).
  - b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date in which the conduct was discontinued or the latest instance of the conduct).
  - c. Present a detailed description of the issues, including the names and job titles of those individuals perceived as parties in the complaint incident.
  - d. Allegations received by email will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. The complainant is required to mail signed, original copy of the emailed complaint form for Ridgeview to be able to process it.
  - e. Allegations received by phone call will be transcribed in writing on the complaint form and provided to the complainant(s) for confirmation or revision before processing.
    - i. *Note: A complaint form will be forwarded to the complainant(s) for him/her to complete, sign, and return to Ridgeview for processing.*
2. Upon receipt of the complaint, the Title VI Coordinator will determine the acceptability and need for additional information and investigate the complaint. Complaints against Ridgeview will be referred to the appropriate State or Federal agency for proper disposition pursuant to the procedures.
3. In order to be accepted, a complaint must meet the following criteria:
  - a. The complaint must be filed within **180 calendar days** of the alleged occurrence or when the alleged discrimination became known to the complainant.



- b. The allegation(s) must involve a covered basis such as race, color, or national origin.
  - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, subrecipient, or contractor.
4. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint.
  - b. The complainant fails to respond to repeated questions for additional information needed to process the complaint.
  - c. The complainant cannot be located after reasonable attempts.
5. Once Ridgeview decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within **7 calendar days**. The complaint will be logged in Ridgeview's Complaint Log.
6. In cases where Ridgeview assumes the investigation of the complaint, Ridgeview will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have **10 calendar days** from the date of Ridgeview's written notification of acceptance of the complaint to furnish his/her response to the allegation.
7. Ridgeview's final investigative report and a copy of the complaint will be forwarded to the appropriate State or Federal Agency and affected parties within **60 calendar days** of the acceptance of the complaint.
8. Ridgeview will notify the parties of its final decision.
9. If the complainant is not satisfied with the results of the investigation of the alleged discrimination, then the complainant will be advised of the right to appeal to the appropriate State or Federal Agency.