

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

Goodwill of Western and Northern CT

- ✓ Goodwill operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Goodwill.
- ✓ For more information on Goodwill civil rights program, and the procedures to file a complaint, contact 203-581-5320, or visit our office at 165 Ocean Terrace, Bridgeport, CT 06605. For more information, visit www.gwct.org
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by sending it to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 203-581-5320.
Si se necesita informacion en otro idioma de contacto, 203-581-5320.

Goodwill's Notice to the Public is posted in the following locations: *(check all that apply)*

- ☒ Agency website [www.gwct.org]
- ☒ Public areas of the agency office (common area, public meeting rooms, etc.)
- ☒ Inside vehicles
- ☐ Rider Guides/Schedules
- ☐ Transit shelters and stations
- ☐ Other, _____

ⁱ The US DOT "Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) persons", 70 FR 74087, December 14, 2005, discusses the concept of "safe harbor" with respect to the requirements for translation of written materials. According to the guidance, "...if there are fewer than 50 persons in a language group that reaches the 5% trigger, the recipient does not translate vital written materials but provides written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials free of charge. Note: Each eligible language group that constitutes 5% or 1,000, whichever is less, of the populations of persons eligible to be served or likely to be affected or encountered.

Your Rights Under Title VI of the Civil Rights Act of 1964

Goodwill of Western and Northern Connecticut, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been excluded from or refused services of transportation may file a complaint with Goodwill.

How can I file a discrimination complaint?

A complaint may be filed by any individual or group that believes that they have been subjected to discrimination based on their race, color, national origin, sex, age, disability, income-status, or limited English proficiency (LEP). The complaint may be filed by the affected party or a representative. A signed complaint must be filed within 180 days of the date of the alleged discrimination. Goodwill will not process complaints that are not complete. If necessary, interpreter services may be provided.

Allegations received by fax or email will be acknowledged and processed. The complainant is required to submit a signed, original copy of the complaint form for Goodwill to be able to process it. Allegations received by telephone will be transcribed by the Title VI Coordinator and provided to complainant for confirmation or revision and a signature before processing.

Complaint Procedure

Once the complaint has been received, the Title VI Coordinator will review the claim, assess any need for additional information, as well as investigate the merit of the complaint. The complainant will be notified of their case status within ten (10) business days from the receipt of the formal complaint.

A complaint may be dismissed if it meets the following requirements:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Cases that are accepted will be investigated. The Title VI Coordinator may request additional information from the complainant. If the complainant does not respond to Goodwill within ten (10) business days from this request, Goodwill will close the case. A case may also be closed if the complainant no longer wishes to pursue their case.

Goodwill will have ten (10) business days from the case notification status *or* ten (10) days from the request for information, to issue a letter of finding. The letter will contain a summary of the allegation, findings, and resolution of the case. If the complainant wishes to appeal the decision, they have thirty (30) days from the date of the letter to submit an appeal in writing.

At any time, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attn: Title VI Program Coordinator, 1200 New Jersey Ave SE, Washington, DC 20590.

How can I file a discrimination complaint?

If you believe a Goodwill has discriminated against you or others protected by Title VI of the Civil Rights Act of 1964, you may file a complaint. Complaints filed with Goodwill should be directed to:

Title VI Coordinator
Goodwill of Western & Northern Connecticut, Inc.
165 Ocean Terr
Bridgeport, CT 06605
(203) 581-5320

Section I:

Complainant Name: _____

Street Address: _____

City, State, Zip: _____ Telephone Number: _____

Accessible Format Requirements? ☐ Large Print ☐ Audio Tape ☐ TDD ☐ Other

If other, please specify _____

Section 2:

Are you filing this complaint on your own behalf? ☐ Yes ☐ No

**If you answered "yes" to this question, go to Section 3.*

If not, please supply the name and relationship of the person for whom you are complaining:

Complainant Name: _____ Your Relationship: _____

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes ☐ No

Section 3:

Please select the details regarding your complaint:

Discrimination based on: ☐ Race ☐ Color ☐ National Origin ☐ Sex ☐ Age
☐ Disability ☐ Income-Status ☐ Limited English Proficiency (LEP)

Please provide the date(s) and location(s) of the alleged discrimination, and the name(s) of the individual(s) who allegedly discriminated against you including their titles (if known):

Please provide the names of any witnesses:

Explain the details of the event. How you feel you were discriminated against, and who was involved. Please include how others were treated differently from you.

Section 4:

Have you previously filed a Title VI complaint with this agency? ☐ Yes ☐ No

Section 5:

Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State court? ☐ Yes ☐ No

If yes, select all that apply:

☐ Federal Agency _____

☐ Federal Court _____

☐ State Court _____

☐ State Agency _____

☐ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone Number: _____

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

Signature and date required below:

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator
Goodwill of Western & Northern Connecticut, Inc.
165 Ocean Terr
Bridgeport, CT 06605
(203) 581-5320