

**Senior Resource Development Agency, Pueblo, Inc.  
(SRDA)**

**Title VI Complaint Procedure**

These procedures cover complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Senior Resource Development Agency, Pueblo, Inc. (SRDA)

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. 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 Senior Resource Development Agency, Pueblo, Inc. may be utilized for resolution. Any individual, who believes she or he has been discriminated against on the basis of race, color, or national origin by Senior Resource Development Agency, Pueblo, Inc. (hereinafter referred to as "SRDA"), under Title VI may file a written complaint by completing and submitting the agency's Title VI Complaint Form, to the following address:

Human Resource Office  
jamie@srda.org  
Senior Resource Development Agency, Pueblo, Inc.  
230 N. Union Avenue  
Pueblo, Colorado 81003  
Phone: (719) 553-3419

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 calendar days after the date of the alleged discrimination, 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228, Phone: (720) 963-3313

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaint shall be in writing and signed by the individual or her/his representative, and will include the complainant's name, address and telephone number, name of alleged discriminating official, basis of complaint (race, color, national origin, sex disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) In a case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the H R Director. Under these

circumstances, the complaint will be interviewed, and the H R Director will assist the Complainant in converting the verbal allegations to writing.

- 3) When a complaint is received, the H R Director will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within fifteen (15) calendar days from receipt of a complete complaint, SRDA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the H R Director will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, notification shall state the grounds of SRDA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
- 6) When SRDA does not have sufficient jurisdiction, the H R Director will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the H R director will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the H R Director within sixty (60) calendar days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8) The H R Director will issue letters of findings to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint
- 9) If the complainant is dissatisfied with SRDA's resolution of the complaint, she/he has the right to file a complaint with the:

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
1200 New Jersey Ave.  
S.E. Washington D.C. 20590  
Phone: 202-366-4648**