



Title: Title VI Complaint Procedure

Department: Human Resources
Date Issued: September 1, 2013
Date Revised: December 1, 2023
Date Reviewed: November 15, 2023
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POLICY/OBJECTIVE

Envision is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Envision, Inc. Complaints must be filed no more than 180 days from the date(s) of the alleged incident.

Toward this end, it is Envision's objective to:

- Ensure that the level and quality of transportation service is provided without regard to on race, color, sex, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

DEFINITIONS

Title VI of the Civil Rights Act of 1964 – protects individuals from discrimination based on race, color or national origin in programs or activities that receive Federal financial assistance. Title VI states that:

- No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Staff Review Officer(s) – individual(s) appointed to evaluate and investigate the complaint.

Complainant – individual(s) that files written complaint of Title VI violations.



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PROCESS/PROCEDURE

If an employee believes that the Envision, Inc.'s federally funded programs have discriminated their civil rights on the basis of race, color, or national origin the employee will follow the Title VI Complaint Procedure outlined below:

- Employee may file a written complaint with the Envision, Inc's Vice President, Human Resources within 180 days from the date(s) of the alleged incident.
- Upon receipt of the complaint, the Vice President, Human Resources shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the complainant shall meet with the staff review officer(s) to discuss the complaint. The review shall be completed no later than 45 calendar days after the date the agency received the complaint. If more time is required, the complainant shall be notified of the estimated timeframe for completion of the review.
- Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. The staff review officer(s) forward their recommendations to the Vice President, Human Resources concurrence.
- If in concurrence, the Vice President, Human Resources will notify issue a written response to the complainant. The final report will include a summary of the investigation, all findings with recommendations, and corrective measures if appropriate.
- Upon receipt of complaint, a copy of this complaint and the resulting written response shall be forwarded to the appropriate Kansas Department of Transportation (KDOT) and Federal Transit Administration (FTA) Region 7 contacts.
- If the complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Vice President, Human Resources within 10 calendar days after receipt of the response. The request shall be sufficiently detailed to contain any items the complainant feels were not fully understood during the investigation.
- The Vice President, Human Resources will notify the complainant of the decision in writing either to accept or reject for reconsideration within 10



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calendar days. In the event that the complaint is reconsidered, the matter shall be returned to the staff review officer(s) to reevaluate.

- If the request for reconsideration is denied, the complainant may appeal against the response by submitting a written appeal to the Envision, Inc. Board of Directors no later than 10 calendar days after receipt of the written decision rejecting reconsideration.
- The Envision, Inc. Board of Directors will determine whether to request reevaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.
- If a complainant is dissatisfied with the resolution of the complaint, he or she may submit a written complaint within 180 days after the alleged date of discrimination to KDOT for further investigation.

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

Responsibilities

- It is the responsibility of the complainant(s) to file a written complaint with Envision, Inc. within 180 days from the date(s) of the alleged incident.
- It is the responsibility of the Vice President, Human Resources to appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint and make a recommendation based on the findings.
- It is the responsibility of the Vice President, Human Resources to notify the complainant of the findings with a written response and to submit a copy of this complaint and the resulting written response to the appropriate Department KDOT and FTA Region 7 contacts.
- If the complainant does not agree with the findings, it is the responsibility of the complainant(s) to file a written request for reconsideration within 10 calendar days after receipt of the response.
- It is the responsibility of the Vice President, Human Resources to notify the complainant of the decision in writing either to accept or reject for reconsideration within 10 calendar days.
- If the claim is reconsidered, it is the responsibility of the staff review officer(s) to reevaluate.



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- If the claim is not reconsidered, and the complainant wishes to appeal, it is the responsibility of the complainant to submit a written appeal to the Envision, Inc. Board of Directors.
- It is the responsibility of Envision, Inc., Board of Directors to determine reevaluation or to forward complaint to KDOT.