See sample **Title VI Complaint Form**

ATTACHMENT 2

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Woodhaven Learning Center's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Woodhaven Learning Center may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Woodhaven Learning Center's Title VI Complaint Form at https://www.woodhaventeam.org, or request a copy by writing to 1405 Hathman Place, Columbia, MO 65201. Information on how to file a Title VI complaint may also be obtained by calling Tina Rickard at 573-876-7344.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Tina Rickard by email to trickard@woodhaventeam.org; mail to 1405 Hathman Place, Columbia, MO 65201.

COMPLAINT ACCEPTANCE: Woodhaven Learning Center will process complaints that are complete. Once a completed Title VI Complaint Form is received, Woodhaven Learning Center will review it to determine if Woodhaven Learning Center has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Woodhaven Learning Center.

INVESTIGATIONS: Woodhaven Learning Center will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Woodhaven Learning Center may contact the complainant. Unless a longer period is specified by Woodhaven Learning Center, the complainant will have ten (10) days from the date of the letter to send requested information to the Woodhaven Learning Center investigator assigned to the case.