

(Agency Name)

Section: Rights of Clients

| Policy: 48

Title: Title VI Complaint Policy and Procedure

Purpose: To ensure Title VI compliance and outline the process for resolving, to every extent possible, Title VI complaints.

Policy

The Title VI of the Civil Rights Act of 1964 provides:

"No person in the United States shall, on the grounds 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."

It is the policy of (Agency Name) to comply with Title VI in the provision of services. All Title VI complaints will be investigated in a timely manner by the (Agency Name) Title VI Coordinator.

It is the policy of (Agency Name) to provide free interpreter services to any person with Limited English Proficiency (LEP).

It is the policy of (Agency Name) to provide residential room assignments without regard to race, color, national origin, or LEP.

It is the policy of (Agency Name) to provide crisis services without regard to immigration status.

There shall be no retaliation against any client, employee or other individual who complains about discrimination, participates in a discrimination proceeding or who files a charge of discrimination against (Agency Name).

Procedure

- A. Immediately upon hire, and annually thereafter, (Agency Name) will provide training for all employees on their responsibilities under
- B. Title VI and the penalties for noncompliance. Orientation and training will be documented on the Relias Transcript for each individual.
- C. Clients will be notified in writing at the time of intake of their right to file a Title VI complaint and of the process for doing so. This information will be provided within The (Agency Name) Client Resource Guide. In addition, a Title VI poster will be placed in each waiting area and a pamphlet entitled "Equal Opportunity is the Law in Tennessee" which contains additional information about Title VI will also be available in each waiting area for clients to read and take with them.
- D. Any client who feels that they have received unfair treatment because of their race, color, or national origin has the right to file a complaint using one of three options:
 - a) Call the (Agency Name) Complaint Line at xxx-xxx-xxxx to report the issue or concern. The information will be documented on a Title VI Complaint Form, which will be forwarded to the Title VI Coordinator.
 - b) Write down the complaint in their own words.
 - c) Fill out a complaint form available at each outpatient clinic office. Either method of written complaint should be sent to the Centerstone Title VI Coordinator. Local support staff will provide contact information, as needed.

The complainant may ask someone for help with documenting his or her concern or completing the form. The complainant also has the right to file the complaint with the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) or with the Office for Civil Rights in Atlanta, Ga. at any stage of the complaint process.

- E. The (Agency Name) Title VI Coordinator is responsible for investigating each complaint within thirty (30) days of receipt and all staff are expected to cooperate fully with the investigative process. Written findings will be submitted to the CEO. The complainant will receive a written response from the Title VI Coordinator, which must include notification of the right to appeal to either the TDMHSAS Title VI Coordinator, or the Office for Civil Rights in Atlanta, Ga. Assistance in filing appeals will be provided to the complainant if they seek it.

- F. The complainant can withdraw the complaint at any time and must do so in writing.
- G. On an annual basis the (Agency Name) Title VI Coordinator will comply with TDMHSAS Title VI monitoring requirements including completion of the Title VI Compliance Plan Survey.

Chief Executive Officer

Date