

**PROCEDURE MANUAL – SERVICES DIVISIONS**

|                       |          |                                                                                                                                  |          |              |             |
|-----------------------|----------|----------------------------------------------------------------------------------------------------------------------------------|----------|--------------|-------------|
| SUBJECT               |          | Title VI Complaint Procedure                                                                                                     |          | PROCEDURE NO | 05PR007-G01 |
| REFERS TO POLICY      |          | <a href="#">05-007 Program Related Grievances</a>                                                                                |          | SECTION      | SERVICES    |
| EFFECTIVE             | REVIEWED | REVISED DATES                                                                                                                    | 10-15-25 |              |             |
| 09-01-13              | 10-14-24 |                                                                                                                                  |          |              |             |
| POLICIES REFERENCED   |          |                                                                                                                                  |          |              |             |
| RELATED PROCEDURES    |          |                                                                                                                                  |          |              |             |
| APPLICABLE TARC FORMS |          | <a href="#">05-007.004 Title VI Complaint Form</a><br><a href="#">05-007.005 Title VI Investigations-Lawsuits-Complaints Log</a> |          |              |             |

**PROCEDURE:**

The following pertains only to Title VI complaints regarding the services of TARC, Inc.

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement 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.*

TARC, Inc. has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that TARC's federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

**1. Submission of Complaint.**

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by TARC, Inc., may file a written complaint with the Executive Director for TARC, Inc. A sample complaint form is available for download at [www.tarcinc.org](http://www.tarcinc.org) and is available in hard copy at the offices of TARC, Inc. Upon request, TARC, Inc. will mail the complaint form. **Such complaints must be filed within 60 calendar days after the date the discrimination occurred.**

**Note: Assistance in the preparation of any complaints will be provided to a person, or persons, upon request and as appropriate. If information is needed in another language, then contact Matt Fletcher at 785-232-0597.**

**\*La ayuda en la preparación de cualquier queja será proporcionada a una persona o personas sobre la petición y como apropiada. Si la información es necesaria en otra lengua, entonces póngase en contacto con Matt Fletcher, 785-232-0597.**

**Complaints should be mailed or submitted by hand to:**

**TARC, Inc.  
ATTN: Executive Director  
2701 SW Randolph Ave.  
Topeka, KS 66611**

**2. Referral to Review Officer**

Upon receipt of the complaint, the Executive Director 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 further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Executive Director shall notify the Complainant of the estimated timeframe for completing 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.

Additionally, the staff review officer(s) may recommend improvements to TARC, Inc.'s processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the Executive Director for concurrence. If the Executive Director concurs, he or she shall issue the agency's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations and corrective measures where appropriate.

**Note: Upon receipt of a complaint, TARC, Inc. shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.**

### **3. Request for Reconsideration**

If the Complainant disagrees with the Executive Director's response, he or she may request reconsideration by submitting the request, in writing, to the Executive Director within 10 calendar days after receipt of the Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Executive Director. The Executive Director will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

### **4. Appeal**

If the request for reconsideration is denied, the Complainant may appeal the Executive Director's response by submitting a written appeal to the TARC, Inc. Board of Directors no later than 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration. The Board of Directors will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

### **5. Submission of Complaint to the State of Kansas Department of Transportation.**

If the Complainant is dissatisfied with the TARC, Inc. resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

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