

Southern Indiana Resource Solutions, Inc. Complaint Procedures

Title VI of the Civil Rights Act of 1964 provides that any person who believes he or she has been discriminated against on the basis of race, color or national origin by the Southern Indiana Resource Solutions may file a formal complaint.

Similarly, the Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Any person who believes he or she has been discriminated against based on disability may also file a formal complaint with Southern Indiana Resource Solutions.

In compliance with Title VI and as a good corporate citizen, Southern Indiana Resource Solutions operates its programs and services without regard to race, color, or national origin.

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin by Southern Indiana Resource Solutions, Inc. may file a complaint by completing and submitting Southern Indiana Resource Solutions, Inc. Consolidated Civil Rights Complaint form.

How do you file a complaint?

You may download Southern Indiana Resource Solutions, Inc. Consolidated Civil Rights Complaint Form at www.sirs.org

Or request a copy by writing or phoning:
Southern Indiana Resource Solutions, Inc.
Attn: Alesha Weyer, Title VI Coordinator
1579 S. Folsomville Road * Boonville, IN 47601
Phone: 812-897-4840, extension 127 * TTY #: 812-897-3969

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

- Your name, address and telephone number.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant

- information.
- The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to address listed below:

Cheryl Mullis, CEO
Southern Indiana Resource Solutions, Inc.
1579 S. Folsomville Road, Boonville, IN 47601

How will your complaint be handled?

Southern Indiana Resource Solutions, Inc. investigates complaints received no more than 180 days after the alleged incident. Southern Indiana Resource Solutions, Inc. will process complaints that are complete. Once a completed complaint is received, Southern Indiana Resource Solutions, Inc. will review it to determine if Southern Indiana Resource Solutions, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Southern Indiana Resource Solutions, Inc.

Southern Indiana Resource Solutions, Inc. 30 days to investigate the complaint. If more information is needed to resolve the case, assigned investigator may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case.

If Southern Indiana Resource Solutions, Inc. investigator is not contacted by the complainant or does not receive the additional information within 15 business days, Southern Indiana Resource Solutions, Inc. can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, the investigator will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

The CEO will notify the complainant of their decision either to accept or reject the appeal within 10 days. In cases where reconsideration is granted, the CEO will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please call Southern Indiana Resource Solutions, Inc. at 812-897-4840, extension 132.



Title VI/ADA Complaint Form

Southern Indiana Resource Solutions, Inc.

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
Title VI:	<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Other :	<input type="checkbox"/> ADA	<input type="checkbox"/> Gender/Sexual Orientation/Gender Identity	
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			

Section IV			
Have you previously filed a Title VI/ADA complaint with this agency?		Yes	No
Section V			
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?			

<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Printed Name

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Southern IN Resource Solutions, Inc

Cheryl Mullis, CEO/President
 1579 S Folsomville Road
 Boonville, IN 47601