



CIVIL RIGHTS COMPLAINTS

POLICY:

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by Hilltoppers, Inc. or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meetings between the affected parties and the Title VI Program Director may be utilized for resolution, at any stage of the process. The Title VI Program Director will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

PROCEDURES:

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the Title VI Program Director at Hilltoppers, Inc.
2. A formal complaint must be filed and given to the Title VI Program Director within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. We will ask the complainant to use the attached complaint form as it asks all the questions that we need to know about the situation. The form should be returned to the Title VI Program Director.
3. Upon receipt of the complaint, the Title VI Program Director will determine its jurisdiction, acceptability and need for additional information, as well as investigate the merit of the complaint.
4. In order to be accepted, a complaint must meet the following criteria:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.

- b. The allegation must involve a covered basis such as race, color, national origin.
 - c. The allegation must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
5. A complaint may be dismissed for the following reasons:
 - a. The complainant requests the withdrawal of the complaint
 - b. The complainant fails to respond to repeated requests for additional information needed to process the complaint
 - c. The complainant cannot be located after reasonable attempts
6. Once Hilltoppers, Inc. decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within 7 days. The complaint will receive a case number and will then be logged into the agency records identifying its basis and alleged harm.
7. In cases where the agency assumes the investigation of the complaint they will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 120 calendar days from the date of the written notification of acceptance of the complaint to furnish their response to the allegations.
8. The final investigative report and a copy of the complaint will be forwarded to any appropriate Federal agency or affected parties within 60 calendar days of its acceptance.
9. Hilltoppers, Inc. will notify the parties of its final decision.
10. If the complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the appropriate Federal Agency.

CIVIL RIGHTS-TITLE VI COMPLAINT FORM

The following information is needed in order to process your complaint. Please fill out each of these questions.

What is the basis on which you believe these alleged discriminatory actions were taken?

- Race Color National Origin
- Other, please explain: _____

What was the date of the alleged discrimination? _____

Complainant's Information:

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Home Telephone #: _____ Cell #: _____

Name of agency, department or program that you believe discriminated against you:

- Agency Department: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone #: _____

In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible (add additional sheets of paper if needed).

List names and contact information of persons who may have knowledge of the alleged discrimination:

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

Federal Agency Federal Court State Agency State Court Local Agency

If so, provide contact information at the agency or court where the complaint was filed:

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone #: _____

The complaint will not be accepted if it has not been signed. Please sign and date this complaint form below. You may attach any written materials or other supporting information that may be relevant to your claim.

Printed Name

Signature

Date

Submit complaint form and all additional supporting information within 180 days of the occurrence to:

Bobbie Evans
Title VI Program Director
Hilltoppers, Inc.
86 Duer Court
Crossville, TN 38555 fax: 931-484-8778

If this allegation is in regards to **Employment Discrimination**, please contact the Tennessee Human Rights Commission or the Equal Employment Opportunity Commission.
Title VI Complaints may also be filed with the Tennessee Human Rights Commission or the U.S. Department of Justice.

Contact Information:

Tennessee Human Rights Commission
William T. Snodgrass Bldg. TN Towers
312 Rosa Parks Avenue, 23rd Floor
Nashville, TN 37243
Phone: 1.800.251.3589

Equal Employment Opportunity Commission
50 Vantage Way, Suite 202
Nashville, TN 37228-9940
Phone: 1.800.669.4000
TTY: 1.800.669.6820

U.S. Department of Justice
Civil Rights Division
Federal Coordination & Compliance Section, NWB
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530