

## **Notice to the Public**

To make **Living Well in Wabash County CoA** riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, **Living Well in Wabash County CoA** has presented the following information, in English and Spanish on its **rider guide**.

### ***Your Civil Rights***

**Living Well in Wabash County CoA** *operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with WCPT. For more information on **Living Well in Wabash County CoA** civil rights program and the procedures to file a complaint, please contact (260) 563-4475; email [dispatch@livingwellinwabashcounty.org](mailto:dispatch@livingwellinwabashcounty.org) or [info@livingwellinwabashcounty.org](mailto:info@livingwellinwabashcounty.org); or visit our administrative office at 239 Bond Street, Wabash, Indiana from 8:00 am to 5:00 pm. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about **Living Well in Wabash County CoA** programs and services, visit [www.livingwellinwabashcounty.org](http://www.livingwellinwabashcounty.org). If information is needed in another language, please contact at (260) 563-7536.*

## **PROCEDURE TO FILE A CIVIL RIGHTS COMPLAINT**

**Living Well in Wabash County CoA** has established a process for riders to file a complaint under Title VI. Any person who believes they have received discriminatory treatment based on race, color, or national origin by the **Living Well in Wabash County CoA** based on race, color, or national origin has the right to file a complaint by completing and submitting the agency's Title VI Complaint form available at our administrative offices or on our website: [www.livingwellinwabashcounty.org](http://www.livingwellinwabashcounty.org).

**Living Well in Wabash County CoA** will notify INDOT of all formal complaints within five business days of receiving the complaint.  
Complaint form is available online.

### **The Procedure**

If you believe that you have received discriminatory treatment by the **Living Well in Wabash County CoA** on the basis of race, color, or national origin you have the right to file a complaint with the **Living Well in Wabash County CoA CEO**.

To File a Complaint

Complete the Complaint Form, and send it to:

**Beverly Ferry, Chief Executive Officer**  
**239 Bond Street**  
**Wabash, In 46992**

Verbal complaints are accepted and transcribed by Business Manager to make a verbal complaint, call (239)339-7611 and ask for Vicki Knott, Business Manager.

**Living Well in Wabash County CoA** investigates complaints received no more than 180 days after the alleged incident. **Living Well in Wabash County CoA** will process complaints that are complete. Once the complaint is received, **Living Well in Wabash County CoA** will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **Living Well in Wabash County CoA**.

**Living Well in Wabash County CoA** has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the **Living Well in Wabash County CoA** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If **Living Well in Wabash County CoA** investigator is not contacted by the complainant or does not receive the additional Information within thirty days, **Living Well in Wabash County CoA** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued 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 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, they have ten days after the date of the letter or the LOF to do so.

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