

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of LifeSpan Resources, Inc.'s programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by LifeSpan Resources, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the LifeSpan Resources, Inc. Title VI Complaint Form at lsr14.org, or request a copy by writing to:

LifeSpan Resources, Inc.
33 State Street Suite 308
P.O. Box 995
New Albany, Indiana 47151-0995

Information on how to file a Title VI complaint may also be obtained by calling LifeSpan Resources, Inc. at 812-206-7936.

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

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to the Title VI Investigator at:

Ramona Miller
33 State Street Suite 308
P.O. Box 995
New Albany, Indiana 47151-0995

COMPLAINT ACCEPTANCE: LifeSpan Resources, Inc. will process complaints that are complete.

Once a completed Title VI Complaint Form is received, LifeSpan Resources, Inc. will review it to determine if LifeSpan Resources, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by LifeSpan Resources, Inc.

INVESTIGATIONS: LifeSpan Resources, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, LifeSpan Resources, Inc. may contact the complainant. Unless a longer period is specified by LifeSpan Resources, Inc. the complainant will have ten (10) days from the date of the letter to send requested information to the LifeSpan Resources, Inc. investigator assigned to the case.

If the requested information is not received within that timeframe, the case may be administratively closed. Also, a case may be administratively closed if the complainant no longer wishes to pursue the case, upon written notice, and if the LifeSpan Resources, Inc. Executive Director approves.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with LifeSpan Resources, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator, and a copy to the TARC Executive Director, 1000 W Broadway, Louisville, KY 40203, within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. LifeSpan Resources, Inc. will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, LifeSpan Resources, Inc. 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, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact LifeSpan Resources, Inc. at 812-948-8330 or at:

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33 State Street Suite 308
P.O. Box 995
New Albany, Indiana 47151-0995