

**Ozark Center's
Procedure for Filing a Title VI Complaint
Filing a Title VI Complaint**

The complaint procedures apply to the beneficiaries of Ozark Center'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 Ozark Center 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 www.freemanhealth.com/ozarkcenter/ozark-center-about-us, in public areas of our agency, and within transit or paratransit vehicles

You may download the Ozark Center Title VI Discrimination Complaint Form at www.freemanhealth.com/ozarkcenter/ozark-center-about-us or request a copy by writing to P.O. Box 2526, Joplin, MO 64803 Attn. Director of Risk and Quality Improvement. Information on how to file a Title VI complaint may also be obtained by calling Ozark Center's Director of Risk and Quality Improvement at 417-347-7600.

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:
Ozark Center, Attn: Director of Risk and Quality Improvement,
P.O. Box 2526, Joplin, MO 64803
Or email the form to pecahalan@freemanhealth.com

COMPLAINT ACCEPTANCE: Ozark Center will process complaints that are complete. Once a completed Title VI Complaint Form is received, Ozark Center will review it to determine if Ozark Center has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Ozark Center.

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

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Director of Risk and Quality Improvement reviews the complaint, he/she 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 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 disagrees with Ozark Center's determination, the complainant may request reconsideration by submitting the request in writing to Ozark Center's Chief Administrative Officer within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Ozark Center 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, Ozark Center will issue a determination letter to the complainant upon completion of the reconsideration review.

- A Determination Letter for cases where reconsideration is granted summarizes the allegations, the original finding, the basis for reconsideration, the final findings, and what remedial action(s) are necessary disciplinary action, additional training of the staff member, or other action will occur.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

Ozark Center will notify the Missouri Department of Transportation of all Discrimination complaints within **72 hours** by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via e-mail at TitleVI@modot.mo.gov.

If information is needed in another language, contact Ozark Center's Director of Risk and Quality Improvement at 417-347-7600, or at pecahalan@freemanhealth.com.

Si necesita información en otro idioma, comuníquese con el Director de Riesgos y Mejora de la Calidad del Ozark Center al 417-347-7600 o al pecahalan@freemanhealth.com.