

**Tri-County Mental Health Services**  
**Title VI Policy and Complaint Process**

Tri-County Mental Health Services (TCMHS) grants equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

**WHAT IS TITLE VI?**

TITLE VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”. Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

**To obtain additional information about your rights under Title VI, contact the Compliance Office at TCMHS, 3100 NE 83<sup>rd</sup> St., Suite 1001, Kansas City, MO 64119.**

**TCMHS’S TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by TCMHS.

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. Every effort will be made to obtain early resolution of complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and TCMHS may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file separate complaints.

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant’s name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A TCMHS Title VI complaint form can be found at the end of this document. TCMHS encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

Compliance Officer  
Tri-County Mental Health Services  
3100 NE 83<sup>rd</sup> Street, Suite 1001  
Kansas City, MO 64119

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to TCMHS Compliance Officer. Under these

circumstances, the complainant will be interviewed, and the TCMHS Compliance Officer will assist the complainant in completing a written statement.

3. When a complaint is received, the Compliance Officer will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail or hand delivery.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within 15 business days from receipt of a complete complaint, TCMHS will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the CEO or his/her authorized designee will notify the Complainant and Respondent, by registered mail or hand delivery informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of TCMHS's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When TCMHS does not have sufficient jurisdiction, the CEO or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the CEO or his/her authorized designee will instruct the Compliance Officer to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the CEO within 60 days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the Compliance Officer will notify the appropriate authorities, and an extension will be requested.
8. The CEO or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
9. If the Complainant is dissatisfied with TCMHS's resolution of the complaint, he/she has the right to file a complaint in the time allotted by law with:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**If information is needed in another language, contact (816)468-0400.**

This plan adopted by Board Resolution 01/26/2015, effective 01/26/2015.