

**Tri-County Mental Health Services, Inc.
Title VI and ADA Policy and Complaint Process
Public Notice**

Tri-County Mental Health Services, Inc. (TCMHS) posts Title VI/ADA notices on our agency's website, in public areas of our agency, and on our agency vans/busses used for transporting our consumers.

TCMHS operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

TCMHS operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

If you believe you have been discriminated against on the basis of race, color, or national origin by TCMHS you may file a Title VI complaint by completing, signing, and submitting our Title VI Complaint Form.

To obtain additional information about your rights under Title VI, and the procedures to file a complaint, contact:

Compliance Officer

Tri-County Mental Health Services, Inc.

3100 NE 83rd Street, Suite 1001

Kansas City, MO 64119

816-468-0400

complianceofficer@tri-countymhs.org

Procedure for Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of TCMHS' 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 TCMHS may file a Title VI complaint by completing and submitting our **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory incident.

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 print our Title VI Complaint Form at www.tri-countymhs.org, or request a copy by writing to Tri-County Mental Health Services, Inc. Information on how to file a Title VI complaint may also be obtained by calling the Compliance Officer at 816-468-0400.

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:
Compliance Officer
Tri-County Mental Health Services, Inc.
3100 NE 83rd Street, Suite 1001
Kansas City, MO 64119
816-468-0400

COMPLAINT ACCEPTANCE: TCMHS will process complaints that are complete.

Once a completed Title VI Complaint Form is received, TCMHS will review it to determine if TCMHS has jurisdiction. The complainant will receive an acknowledgement letter within ten (10) business days informing them whether or not the complaint will be investigated by TCMHS.

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

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 Compliance Officer reviews the complaint, he or 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 provides an explanation of the corrective action taken.

If the complainant disagrees with TCMHS' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) business days after the date of the letter of closure or letter of finding, specifically stating the basis for the reconsideration. TCMHS will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) business days. In cases where

reconsideration is granted, TCMHS will issue a determination letter within thirty (30) days to the complainant upon completion of the reconsideration review.

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

If information is needed in another language, or if you need any assistance with completing the complaint process, contact the Compliance Officer at 3100 NE 83rd Street, Suite 1001, Kansas City, MO 64119, or at 816-468-0400.

This plan was adopted by Board Resolution 1/26/2015, effective 1/26/2015

Revised 12/23/19