

Complaint Procedure

YWCA Madison, Inc.

YWCA Madison, Inc.'s Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
 - ✓ Public areas of the agency office (common areas, etc.)
 - ✓ Inside vehicles
 - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
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Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by **YWCA Madison, Inc.** may file a complaint by completing and submitting **YWCA Madison, Inc.'s** Complaint Form.

The Complaint Form may also be used to submit general complaints to **YWCA Madison, Inc.**

YWCA Madison, Inc. investigates complaints received no more than 180 business days after the alleged incident. **YWCA Madison, Inc.** will process complaints that are complete.

Once the complaint is received, **YWCA Madison, Inc.** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, **YWCA Madison, Inc.** will follow the steps listed in this complaint procedure. **YWCA Madison, Inc.** may also use this formal procedure to address general complaints. If **YWCA Madison, Inc.** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by **YWCA Madison, Inc.** as a civil rights complaint.

YWCA Madison, Inc. has 21 business days to investigate the civil rights complaint. If more information is needed to resolve the case, **YWCA Madison, Inc.** may contact the complainant.

The complainant has 21 business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 21 business days, **YWCA Madison, Inc.** 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 (1) of two (2) 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/ADA 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 wishes to appeal the decision, the complainant has 21 business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 608-257-1436.

Si se necesita información en otro idioma, llame 608-257-1436.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 608-257-1436.