



CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

Volunteer Services Transportation Program
Client Grievance/Complaint Processes
Title VI Complaint Process
Americans with Disabilities Act (ADA) Complaint Process

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance. Catholic Community Services of Western Washington is committed to ensuring that no person is excluded from participation in, or denied the benefits of its volunteer transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

Title III of the Americans with Disabilities Act (ADA) prohibits discrimination based on disability. If you believe you have been subjected to discrimination on the basis of a disability under ADA, you may file a complaint.

How to file a Title VI Complaint or an ADA complaint:

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against.
- Include the location, names and contact information of any witnesses.
- Other information that you deem significant
- To request a formal complaint form call 206.328.5759

The complaint may be filed in writing with Catholic Community Services of Western Washington at the following address:

County	Attn:	Address
Pierce, Kitsap, Clallam, Jefferson, Cowlitz, Wahkiakum, Clark, Skamania, Grays Harbor, Pacific, Lewis, Mason, Thurston	Jodie Moody	Catholic Community Services 1323 S Yakima Avenue Tacoma, WA 98405
King	Jonny Prociv	100 23 rd Avenue South Seattle, WA 98144
Snohomish	Christina Robertson	Everett Family Center 1918 Everett Ave. Everett WA, 98201

NOTE: Catholic Community Services of Western Washington encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.



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What happens to your complaint after it is submitted to Catholic Community Services of Western Washington?

Catholic Community Services (CCS) recognizes the importance of resolving problems (complaints) promptly and fairly. The Agency also recognizes the desirability of settling problems in the most informal and appropriate manner. Clients have one hundred eighty days (180) to file a grievance/complaint from the time they first became aware of the incident. Any client choosing to file a complaint in good faith and with honest and non-malicious intent shall not be intimidated, threatened, coerced, discriminated against, or have any retaliatory action taken against them.

Informal Complaint/Problem Resolution

A complaint is an expression of dissatisfaction about any aspect of service delivery which can include, but is not limited to, how the services are implemented, scheduling, agency policies and procedures, etc. Upon receipt of an informal complaint initiated orally or in writing, reasonable assistance will be provided by the program staff involved (typically the program coordinator and/or program manager) and may include supervisory or administrative staff to help obtain a satisfactory resolution to the concern.

Formal Complaint Resolution

On some occasions, a client may feel the Informal Complaint/Resolution process is inadequate, or they may have a concern or complaint of a more serious nature. Should an agency client wish to file a formal complaint, the following procedure should be pursued:

Formal Complaint Procedure

- A. When the client states (or otherwise indicates) that they want to file a formal complaint, the staff person they speak with will refer the matter to the supervisor on the same day. If a verbal complaint has been made, the program staff involved can meet with the complainant to assist in writing the complaint if they feel this may be useful.
- B. Upon receipt of a written complaint, the supervisor will review the request, contact the complainant within two (2) days and make every attempt to resolve the stated concern as promptly as possible. If no resolution is found, the supervisor will advise the complainant that their complaint is being forwarded to the complaint designee (Agency Director) for review with two (2) working days.
- C. The complaint designee will contact the complainant within five (5) working days to acknowledge receipt of the complainant and explain the complaint and appeal process.
- D. In instances where additional information is needed for investigation of the complaint, CCS will notify the complainant within three (3) working days of the need for additional information by phone or letter, depending on the form of communication most appropriate. The information may then be gathered by phone or during a face-to-face meeting.
- E. Once sufficient information for investigating the complaint is received by the agency, the complaint designee will implement these steps when responding to the complaint:
 - Makes inquiries and formulates a possible resolution to the complaint.
 - Reviews the information obtained from the inquiry and proposes a possible resolution.
 - Provides a verbal decision to the complainant within twenty (20) calendar days from the acknowledgement date in Step C. Included with the decision will be the process for appeal directed by the Agency Director.
- F. If the complainant does not find the resolution to be satisfactory, they can appeal to the Agency Director, within seven (7) calendar days.
- G. Following a review of the information, the Agency Director makes the final, formal written decision to



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the complainant within seven (7) calendar days of the written appeal.

If the Title VI complainant is still unsatisfied with resolution, they can appeal within ten (10) calendar days and file a complaint externally with the U. S Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 10 working days of receipt of such complaints, if not sooner.

TITLE VI: In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Organization Name and Address		
Washington State Department of Transportation Public Transportation Division Attn: Title VI Coordinator P O Box 47387 Olympia, WA 98504-47387	Federal Transit Administration Attn: Title VI Program Coordinator East Building, 5 th Floor – TCR 1200 New Jersey Ave, SE Washington, DC 20590	U.S. Department of Justice Civil Rights Division Coordination and Review Section - NWB 950 Pennsylvania Avenue, NW Washington, DC 20530

ADA complaints: In addition to the complaint processed described above, you can file also file an ADA complaint with the federal government by using the online form (<https://www.ada.gov/complaint/>) or by sending a letter the U.S. Department of Justice (<https://www.justice.gov/>).

U.S. Department of Justice
950 Pennsylvania Avenue
NW Civil Rights Division Disability Rights –NYAVE
Washington, D.C. 20530

- A. CCS ensures that no retaliation, threats or discrimination against the complainant occur and retains records for all formal complaints in a confidential file, separate from a complainant’s client/volunteer file, for five (5) years from completion of the formal complaint through the QI process.
- B. The foregoing procedures are in addition to, and not in lieu of, the anti-discrimination policies of CCSWW.