



Horizons Specialized Services, Inc. Title VI Civil Rights Complaint Process and Form

Horizons operates without regard to race, color, or national origin.

Horizons provides equal access to its programs and services to all people 1) meeting eligibility criteria (intellectual/developmental disability), and 2) funded for transportation through Horizons. The following information serves to inform people receiving services of their right to this access, and to educate them so that they may understand their rights under the civil rights law which protects the receipt and benefit of 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 the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

For information on Title VI complaint and investigation procedures, or to fill out a Title VI complaint form, please see the following Horizons Title VI Complaint and Investigation Procedures and [Title VI Civil Rights Complaint Form](#). To obtain more information on Horizons' non-discrimination obligations, please submit a written request to: Horizons Attn: Executive Director-Title VI Coordinator, P.O. Box 774867, Steamboat Springs, CO 80477 or contact the CDOT Civil Rights & Business Resource Center, Colorado Department of Transportation, Title VI Coordinator, 4201 East Arkansas Ave. Denver, CO 80222

Horizons Title VI Complaint and Investigation Procedures

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

These procedures do not affect 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 at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Horizons 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 a written complaint and send it to the following:

Executive Director-Title VI Coordinator
Horizons Specialized Services, Inc.
P.O. Box 774867
Steamboat Springs, CO 80477
Phone: (970) 879-4466

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228-2583, Phone: (720) 963-3313.

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within one-hundred eighty (180) calendar 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 the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A Horizons Title VI Complaint Form may be requested by calling (970) 879-4466 or writing Horizons at the address listed below. Horizons encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Executive Director-Title VI Coordinator
Horizons
P.O. Box 774867
Steamboat Springs, CO 80477
Phone: (970) 879-4466

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 the Executive Director, Horizons. Under these circumstances, the Complainant will be interviewed, and the Executive Director will assist the Complainant in converting the verbal allegations to writing.

3.) When a complaint is received, the Executive Director-Title VI Coordinator will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.

4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5.) Within fifteen (15) calendar days from receipt of a complete complaint, Horizons will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, 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 Horizons' jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.

6.) When Horizons does not have sufficient jurisdiction, the Executive Director 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 Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

8.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.

9.) If the Complainant is dissatisfied with Horizons' resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave., S.E. Washington D.C. 20590, Phone: 202-366-4648