

Unity House of Cayuga County operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. Unity House also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with Unity House of Cayuga County.

For information on Unity House of Cayuga County's Title VI policy or to obtain the Title VI complaint form and procedures visit our website at www.unityhouse.org. Or contact:

Title VI Coordinator
Unity House of Cayuga County
217 Genesee St.
Auburn, NY 13021
Phone (315)2536227 /TDD
Amber.Amidon@unityhouse.org

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

A complaint can also be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto 315-253-6227.

B3. Title VI Complaint Procedures and Complaint Form

The Unity House of Cayuga County's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: www.unityhouse.org
- ☐ Hard copy in the central office
- ☐ In client intake materials
- ☐ Other (describe)

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

Unity House of Cayuga County
Title VI Coordinator
217 Genesee St.
Auburn, NY 13021
Phone (315)253-6227
Amber.Amidon@unityhouse.org

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. Unity House of Cayuga County will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The Unity House of Cayuga County investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, Unity House of Cayuga County will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
 2. Determine if the Unity House of Cayuga County has jurisdiction to investigate the complaint.
 3. Plan to complete the investigation within 45 days.
 4. Schedule an interview, if deemed necessary.
 5. Determine if other public or private entities are or should be involved.
 6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
 7. If the Unity House of Cayuga County is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
 8. Determine if meetings with the affected party or other interested parties are needed.
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After the investigative process has been completed, the Unity House of Cayuga County will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with Unity House of Cayuga County enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact Unity House of Cayuga County at (315) 253-6227.

Si se necesita informacion en otro idioma por favor contacto, (315) 253-6227.

Unity House of Cayuga County Title VI Complaint Form

Section I:					
Your Name:					
Address:					
Telephone (Home):			Telephone (Work/Mobile):		
Email Address:					
Accessible Format Requirements?	Large Print			Audio Tape	
	TDD			Other	
Section II:					
Are you filing this complaint on your own behalf?			Yes*		No
<i>*If you answered "yes" to this question, go to Section III.</i>					
If not, please supply the name and relationship of the person for whom you are complaining:					
Please explain why you have filed for a third party:					
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes		No
Section III:					
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin					
Date of Alleged Discrimination (Month, Day, Year): _____					
Agency name complaint is against: _____					
Location of where the alleged discrimination occurred:- _____					
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages. _____ _____ _____ _____ _____					

Section IV	
<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>If yes, check all that apply:</i></p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court: _____ <input type="checkbox"/> State Agency: _____</p> <p><input type="checkbox"/> State Court: _____ <input type="checkbox"/> Local Agency: _____</p>	
<p>Provide information for the contact person at the agency/court where the complaint was filed.</p>	
<p>Name and Title:</p>	
<p>_____</p>	
<p>Agency:</p>	
<p>Address:</p>	
<p>Telephone:</p>	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form by mail, email or in person to the address below.

Unity House of Cayuga County
 Title VI Coordinator; Amber Amidon
 217 Genesee St.
 Auburn, NY 13021
 Amber.Amidon@unityhouse.org

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
