

## Procedure for Investigating a Title VI Complaint



Civil rights complaints should be filed immediately. However, Able ARTS Work will investigate complaints up to 180 days after the alleged incident. Able ARTS Work will process complaints that are complete. Once the complaint is received, Able ARTS Work will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Able ARTS Work.

Able ARTS Work has up to thirty days to investigate the complaint. If more information is needed to resolve the case, Able ARTS Work may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If Able ARTS Work's investigator (from the Department of Human Resources) is not contacted by the complainant or does not receive information the additional information within the thirty days, Able ARTS Work can administratively close the case. A case can be administratively closed if a complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two 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 violation and that the case will be closed.

A 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, she/he has ten days after the date of the letter to do so.

Si necesita ayuda en otro idioma, por favor, póngase en contacto con nosotros al 562 982 0247 o [info@ableartswork.org](mailto:info@ableartswork.org)