

Title VI Complaint Procedure Putnam County Council on Aging

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the Putnam County Council on Aging, Inc. (PCCOA), may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

The PCCOA investigates complaints received no more than 180 days after the alleged incident. The PCCOA will process complaints that are complete.

Once the complaint is received, the PCCOA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The PCCOA has 7 business days to investigate the complaint. If more information is needed to resolve the case, the PCCOA may contact the complainant. The complainant has 7 business days from the date of the letter to send 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 14 business days, the PCCOA 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, he/she will issue one of two letters to the complainant: a Closure Letter or a Letter of Finding. A Closure Letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding 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, he/she has 30 days after the date of the Closure Letter or the Letter of Finding to do so.

A person may also file a 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, please contact 1-800-589-8508. (Si se necesita información en otro idioma, por favor póngase en contacto con 1-800-589-8508.)