

Notifying the Public of Rights under Title VI

Goodwill of Southern New England

- Goodwill of Southern New England operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Goodwill of Southern New England.
- For more information on the Goodwill of Southern New England civil rights program, and the procedures to file a complaint, contact 203-777-2000; cwein@goodwillsne.org; or visit our administrative office at 432 Washington Avenue, North Haven, CT 06473. For more information, visit goodwillsne.org.
- A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the 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, contact 203-777-2000

Notificando El Publico Sobre Los Derechos Bajo el Titulo VI

Goodwill of Southern New England

Goodwill of Southern New England opera sus programas y servicios sin importar la raza, color u pais de origen de acuerdo a La Ley De Leyes Civiles. Cualquier persona que crea que el/ella ha sido ilegalmente agraviada/o por alguna practica discriminatoria bajo el titulo VI puede presentar una queja con Goodwill of Southern New England.

Para mas informacion acerca del titulo VI y los procedimientos para presentar una queja del mismo, contacte o visite nuestras oficinas administrativas al 432 Washington Ave, North Haven, CT 06473, (203)777-2000, goodwillsne.org.

El reclamante puede presentar una queja directamente con Goodwill of Southern New England: Coordinador de Transportacion

Goodwill of Southern New England 432 Washington Ave North Haven, CT 06473

Tel. (203)777-2000 ex 219 O con el Dept. de Transportacion de Connecticut:

Coordinador del titulo VI El Dept. de Transportacion del estado de CT 2800 Berlin Turnpike, Newington CT, 06131-7546 Tel. (860)594-2169

Si necesita la informacion en otro idioma, contactar al (203)777-2000

Goodwill of Southern New England TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
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):				
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 use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency?

Yes

No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ Federal Court _____

☐ State Court _____

☐ State Agency _____

☐ Local Agency _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below

Signature

Date

If information is needed in another language please contact Goodwill of Southern New England at 203-777-2000
Please submit this form in person at the address below, or mail this form to:

- Goodwill of Southern New England-432 Washington Ave. North Haven, CT 06473 ; or
- Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or
- Federal Transit Administration, FTA Civil Rights Office, 1200 New Jersey Avenue SE, Washington, DC 20590

Title VI Complaint Process

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Goodwill Industries of Southern New England may file a Title VI complaint by completing and submitting the Goodwill Industries of Southern New England Title VI Complaint Form. The Goodwill Industries of Southern New England investigates complaints received no more than 180 days after the alleged incident. The Goodwill Industries of Southern New England will process complaints that are complete.

Once the complaint is received, the Goodwill Industries of Southern New England will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The Goodwill Industries of Southern New England will notify the Connecticut Department of Transportation's Title VI Coordinator of any Title VI complaints filed, within 10 business days of receipt.

The Goodwill Industries of Southern New England has **90** days to investigate the complaint. If more information is needed to resolve the case, Goodwill Industries of Southern New England may contact the complainant. The complainant has 10 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 10 business days, the Goodwill Industries of Southern New England can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint she/he will issue one of two letters 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or any other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.