

Notifying the Public of Rights Under Title VI

The Opportunity Center, Inc.

- The Opportunity Center 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 The Opportunity Center.
- For more information on The Opportunity Center's civil rights program, and the procedures to file a complaint, contact Kristen Lafferty, Executive Director, The Opportunity Center, Inc., 310 North Clyde Avenue, Kissimmee, Florida 34741.
- Inquiries or complaints related to Title VI may be sent in writing to Kristen Lafferty, Executive Director, the Opportunity Center, Inc., 310 North Clyde Avenue, Kissimmee, Florida 34741.
- 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, Ease building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- If information is needed in another language, contact 407-847-6016

Notificando al Público Sobre Sus Derechos Civiles Bajo el Título VI

THE OPPORTUNITY CENTER, INC.

- The Opportunity Center, Inc. opera su programa y los servicios sin distinción de raza, color y origen nacional, de conformidad con el Título VI del Acta de Derechos Civiles. Cualquier persona que cree que él o ella ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una The Opportunity Center.
- Para obtener más información sobre el programa de derechos civiles The Opportunity Center's y los procedimientos para presentar una queja, contacte a Kristen Lafferty, Executive Director, The Opportunity Center, 310 North Clyde Avenue, Kissimmee, FL 34741.
- Preguntas o quejas relacionadas con el Título VI pueden ser enviadas por escrito a Kristen Lafferty, Executive Director, The Opportunity Center, Inc. 310 North Clyde Avenue, Kissimmee, FL 34741.
- Un demandante puede presentar una queja directamente con la Administración Federal de Tránsito mediante la presentación de una queja ante la Oficina de Derechos Civiles, Atención: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.
- Si se necesita información en otro idioma, comuníquese con 407-847-6016.

4.0 Title VI Procedures and Compliance

4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by The Opportunity Center may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). The Opportunity Center investigates complaints received no more than 180 days after the alleged incident. The Opportunity Center will process complaints that are complete.

Once the complaint is received, The Opportunity Center 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 Opportunity Center has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, The Opportunity Center may contact the complainant. The complainant has ten (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 ten (10) business days, The Opportunity Center 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. 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 seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on The Opportunity Center's web site www.theopportunitycenter.net

4.2 Complaint Form

A copy of the complaint form in English and Spanish is provided on the following pages:

The Opportunity Center, Inc.

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?			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 <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Family or Religious Status <input type="checkbox"/> Other (explain) _____			
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 Agency _____

State Court _____

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

Please submit this form in person at the address below, or mail this form to:

Kristen Lafferty, Title VI Liaison
The Opportunity Center
310 North Clyde Avenue
Kissimmee, FL 34741

The Opportunity Center, Inc.

Title VI Complaint Form

Seccion I				
Nombre:				
Direccion:				
Telefono (Casa):			Telefono (Trabajo):	
Correo Electronico:				
Requiere formato accesible?	Letra Grande		Cinta Audio	
	TDD		Otro	
Seccion II:				
Esta presentando esta queja para usted?			*Si	No
*Si contest "si" a esta pregunta, siga a la Seccion III				
Si no, por favor suministre el nombre y la relacion de la persona a Quien usted le esta completando esta queja:				
Explique por que esta siendo representado por otra persona:				
Por favor confirme que ha obtenido el permiso del reclamante de Esta queja.			Yes	No
Seccion III:				
Creo que la discriminacion que he experimentado se basaba en (marque todas las casillas que apliquen):				
[] Raza		[] Color		[] Origen Nacional
Fecha de la Supuesta Discriminacion (Mes, Dia, Ano): _____				
Explique detalladamente lo que paso y por que usted cree que fue discriminado(a). Describa a todas las personas involucradas. Incluya el nombre y datos de contacto sobre la persona que discrimino (si lo conoce) asi como nombres y datos de contacto de testigos. Por favor incluya cualquier otra informacion que podria ayudarnos en nuestra investigacion de esta queja. Por favor suministre cualquier documentacion relevante a esta queja.				

Seccion IV				
¿Ha presentado previamente una queja del Título VI ante esta agencia?			Si	No
Seccion V				

Ha presentado esta queja con cualquier otra agencia Federal, estatal, local, o con cualquier Tribunal Federal o estatal? Si No

En caso afirmativo, marque todos los que se aplican:

Agencia Federal: _____

Corte Federal _____ () Agencia Estatal _____

Corte Estatal _____ () Agencia Local _____

Sirvase proporcionar informacion sobre la persona de contacto en la Agencia/corte donde se presento la queja

Nombre:

Titulo:

Agencia:

Direccion:

Telefono:

Seccion VI

Nombre de la agencia la cual esta denunciando esta queja:

Nombre:

Titulo:

Telefono:

Usted puede incluir cualquier material escrito u otra informacion que sea pertinente a su queja.

Firma y fecha requerida abajo

Firma

Fecha

Por favor, entregue este formulario en persona a la direccion indicada abajo, o envie por correo este formulario a:

Kristen Lafferty, Title VI Liaison
The Opportunity Center
310 North Clyde Avenue
Kissimmee, FL 34741