

Notifying the Public of Rights Under Title VI

## **Big Lakes Developmental Center, Inc.**

• Big Lakes Developmental Center, Inc (BLDC)

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 DCSS.

- For more information on the BLDC's civil rights program, and the procedures to file a complaint, contact 785.776.9201; email [biglakes@biglakes.org](mailto:biglakes@biglakes.org); or visit our administrative office at 1416 Hayes Drive, Manhattan, Kansas 66502

For more information, visit [www.biglakes.org](http://www.biglakes.org)

- 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

This notice is posted on the agency website at <http://www.biglakes.org>.

## **Title VI Complaint Procedure**

The following pertains only to Title VI complaints regarding the services of Big Lakes Developmental Center, Inc. (BLDC)

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

BLDC has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that BLDC's federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

### **1. Submission of Complaint.**

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by BLDC, may file a written complaint with the Big Lakes Developmental Center, Inc.'s CFO. A sample complaint form is available in hard copy at the offices of Big Lakes Developmental Center, Inc. Upon request, BLDC will mail the complaint form. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then BLDC at 785.776.9201.

Complaints should be mailed to or submitted by hand to:

Big Lakes Developmental Center, Inc  
1416 Hayes Drive  
Manhattan, Kansas 66502  
ATTN: CEO

### **2. Referral to Review Officer**

Upon receipt of the complaint, the CFO of BLDC shall request that the CEO appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the CEO shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to BLDC's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their

recommendations to the CEO for concurrence. If the CEO concurs, he or she shall issue the BLDC's written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, BLDC shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

### 3. Request for Reconsideration

If the Complainant disagrees with the CEO's response, he or she may request reconsideration by submitting the request, in writing, to the CEO within 10 calendar days after receipt of the CEO's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the CEO. The CEO will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the CEO agrees to reconsider, the matter shall be returned to the staff review officer(s) to reevaluate in accordance with Paragraph 2 above.

### 4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the CEO's response by submitting a written appeal to the BLDC Board of Directors no later than 10 calendar days after receipt of the CEO's written decision rejecting reconsideration. The BLDC Board of Directors will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.

### 5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with BLDC's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance  
Eisenhower State Office Building  
700 Southwest Harrison  
3rd Floor West  
Topeka, KS 66603