

## **Archways, Inc.**

### **Title VI Complaint Procedure**

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Archways may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Archways investigates complaints received no more than 180 days after the alleged incident. Archways will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of the alleged incident, and a description of the incident. Once a complaint is received by Archways, an acknowledgement letter will be sent to the individual making the complaint, informing him/her whether the complaint will be investigated by Archways.

Archways has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Archways may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the 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, Archways shall reserve the right to administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the matter.

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 procedures and forms will be made available to the public on Archways' website ([www.archways.org](http://www.archways.org)). The forms are also available to clients at Archways main facility located at 919 NE 13<sup>th</sup> Street, Fort Lauderdale FL 33304. Forms can be mailed to the Title VI Coordinator at the above address.