

Easter Seals NJ Procedure No.: 2.09
Areas Affected: Employment Services

Effective Date: 10/31/2015
Revised Date:
Implementation Date: 10/31/2015

Title VI Complaint Procedure

Any service recipient who believes she or he has been discriminated against on the basis of race, color, or national origin by Easter Seals New Jersey (henceforth referred to as "Easter Seals NJ") may file a Title VI complaint by completing and submitting a Title VI Complaint Form. Easter Seals NJ investigates complaints received no more than 180 days after the alleged incident. Easter Seals NJ will process complaints that are complete.

Once the complaint is received, Easter Seals NJ 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 Quality Improvement office.

Easter Seals NJ has 15 business days to investigate the complaint. If more information is needed to resolve the case, Easter Seals may contact the complainant in writing. The complainant has 15 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 15 business days, Easter Seals NJ 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 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 other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the closure letter or the LOF 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, contact 732-257-6662.

Si información se necesita en otro idioma, llame 732-257-6662.

This form is available in Spanish.

Este formulario está disponible en español.