



PUTNAM COUNTY COMMUNITY CENTER

Title VI Complaint Procedures

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the grounds 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” (42 U.S.C. Section 2000d).

Putnam County Community Center (PCCC) is committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered on the basis of race, color, or national origin. Any person who believes that s/he has been aggrieved by an unlawful discriminatory practice may file a complaint by completing and submitting a Title VI complaint form.

How do you file a complaint?

You may request a Title VI complaint form by writing to Putnam County Community Center, 128 First Street, P.O. Box 208, Standard, IL 61363 or by phoning (815) 339-2711 or faxing (815) 339-6071.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number [*See question 1 of the complaint form*];
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information [*See questions 7, 8, 9, and 10 of the complaint form*]; and
- The names of any persons, if known, whom the director could contact for clarity of your allegations [*See question 11 of the complaint form*].

Please submit your complaint form to:

Michelle Halm, Director
Putnam County Community Center
128 First Street
PO Box 208
Standard, IL 61363

In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Director. Under these circumstances, the complainant will be interviewed, and the Director will assist the complainant in converting the verbal allegation into writing.

How will your complaint be handled?

PCCC investigates complaints received no more than 180 days after the alleged Incident PCCC will process complaints that are complete. Once a completed complaint is received, PCCC will review it to determine if they have jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by PCCC.

PCCC will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, PCCC may contact the complainant. Unless a longer period is specified by PCCC, the complainant will have ten [10] days from the date of the letter to send requested information to the PCCC investigator assigned to the case.

If the PCCC investigator is not contacted by the complainant or does not receive the additional information within the required timeline, PCCC may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue the case.

After an investigation is complete, PCCC will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with PCCC determination, s/he may request reconsideration by submitting a request in writing to the President of the Board of Directors, Putnam County Community Center, 128 First Street, PO Box 208, Standard, IL 61363 within seven [7] days after the date of the PCCC letter, stating with specificity the basis for the reconsideration. The President will notify the complainant of his decision, either to accept or reject the request for reconsideration, within 10 days. In cases where reconsideration is granted, the President will issue a determination letter to the complainant upon completion of the reconsideration review.

**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 or an alternate format, please contact PCCC at (815) 339-2711.