

**The Guidance Center, Inc.
Title VI Complaint Procedures**

The following pertains only to Title VI complaints regarding the services of The Guidance Center, Inc.

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.

The Guidance Center, Inc. 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 The Guidance Center, Inc.'s federally funded programs have discriminated against 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 they either individually or as a member of any class of persons, on the basis of race, color, or national origin have been excluded from or denied the benefits of, or subjected to discrimination caused by the Guidance Center, Inc. may file a written complaint. A complaint form is available for download at <http://www.theguidance-ctr.org> and is available at the offices of The Guidance Center Inc. Upon request, the Guidance Center, Inc. will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the alleged discrimination occurred.**

Note: 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 contact Jerry McDonald @ 913-682-5118.

Complaints should be mailed or submitted to:

**The Guidance Center, Inc.
ATTN: Executive Director
500 Limit St.
Leavenworth, KS 66048
2. Referral to Review Officer**

After receiving a complaint, the Executive Director will appoint a review officer to investigate the complaint. The Complainant can meet with the review officer to explain the complaint. The review officer will complete the review within 45 calendar days from the date the agency received the complaint. If more time is required, the Executive Director will provide the Complainant with an estimated completion date. After completing the review, the review officer will make a recommendation as to the merit of the complaint and if any actions are necessary. The review officer may recommend improvements to the Guidance Center, Inc.'s Title VI processes if appropriate. The review officer will forward their recommendations to the Executive Director for approval. A final report which will include a summary of the investigation, all findings and recommendations, and corrective measures taken will be provided to the Complainant.

Note: After receiving a complaint a copy of the complaint and written response will be forwarded to the appropriate KDOT and FTA#Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the Executive Director's response, he or she may request reconsideration by submitting a request in writing to the Executive Director within 10 calendar days of receiving The Guidance Center Inc.'s response. The request for reconsideration should be sufficiently detailed to contain any items the Complainant feels were not fully understood. The Executive Director will notify the Complainant in writing of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Guidance Center Inc.'s Executive Director agrees to reconsider, the matter shall be returned to the review officer to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal by submitting a written appeal to the The Guidance Center, Inc.'s Board of Directors within 10 calendar days after receipt of the Executive Director's written decision rejecting reconsideration. The Board of Directors will then make a determination to either request re-evaluation by the review officer 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 the Executive Director'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 66612

The Guidance Center, Inc.
500 Limit St.
Leavenworth, KS, 66048

List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

**The Guidance Center
 500 Limit St.
 Leavenworth, KS, 66048**

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area 70,457	86% 60,593	3% 2,113	10% 6,834	<1% 704	<1% 35	0%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff 58	87%	3%	5%	1%	1%	3%