

Title VI Complaint Procedures

Requirement to develop Title VI Complaint Procedures and Complaint Form.

To comply with the reporting requirements established in 49CFR Section 21.9(b), **Milford Senior Center** shall develop procedures for investigating and tracking Title VI complaints filed against us and will make these procedures for filing a complaint available to members of the public. **Milford Senior Center** has also developed a Title VI complaint form. The form and procedure for filing a complaint are available on the **Milford Senior Center** website and at their facilities.

Any individual may exercise his or her right to file a complaint with **Milford Senior Center** if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DTC within three business days (per DTC requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolutions will be logged and reported annually (in addition to immediately) to DTC.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Milford Senior Center includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

Milford Senior Center is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on Milford Senior Center's nondiscrimination policies and procedures, or to file a complaint, please visit our website at www.milfordseniorcenter.net or contact Addie Shorts, Transportation Coordinator, 111 Park Ave., Milford, DE 19963, (302) 422-3385.