

# **RISE COMMUNITY SERVICES TITLE VI COMPLAINT PROCEDURE**

Because RISE Community Services believes strongly in treating all whom we serve with dignity and respect, we would like to make sure all individuals receiving transportation, including those with Less English Proficiency, are aware of efforts to ensure nondiscriminatory practices.

Notifying the public of rights under Title VI.

RISE Community Services post title VI notices on our agency's website and public areas of our agency and on our buses and/or paratransit vehicles. RISE Community Services operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the civil rights act of 1964. If you believe you have been discriminated against on the basis of race, color, or national origin by RISE Community Services you may file a Title VI complaint by completing, signing and submitting the agency's Title VI complaint form.

How to file a Title VI complaint with RISE Community Services

1. Complaint forms can be obtained by calling the office at 660-747-7990 for a form to be mailed. Complaint forms can also be picked up at the RISE Community Services office located at 607 N. Ridgeview Dr, Warrensburg MO, 64093
2. In addition to the complaint process at RISE Community Services offices, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights Division, 1617 Missouri Blvd, P.O. Box 270, Jefferson City, MO 65109. Phone number 573-526-2978.
3. Complaints must be filed within 180 days of the alleged discriminatory occurrence and should contain as much information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information. If information is needed in another language, contact 573-796-6131.

Title VI Compliance Contact Information:

RISE Community Services

Attn: Misty Miller, Executive Director

607 N. Ridgeview Dr.

Warrensburg, MO 64093

(660) 747-7990

mmiller@watchusrise.org