



## Sunflower Diversified Services , Inc Title VI Complaint Procedure

### Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of *(agency name)*.

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.*

Sunflower Diversified Services 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 Sunflower Diversified Services' federally funded programs have discriminated 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 that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Sunflower Diversified Services, may file a written complaint with *the SDS Transportation Coordinator who serves as the Title VI Coordinator*. A sample complaint form is available for download at <http://www.sunflowerdiv.com>, and is available in hard copy at the offices of Sunflower Diversified Services 8823 4<sup>th</sup> Street, Great Bend, Kansas. Upon request, Sunflower Diversified Services will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

**Notes: 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 (name and phone number).** (Please see 1 in footnote below.)

Complaints should be emailed to [title.vi@sunflowerdiv.com](mailto:title.vi@sunflowerdiv.com), mailed or submitted by hand to:

SUNFLOWER DIVERSIFIED SERVICES  
Attn: Title VI Coordinator  
8823 4<sup>th</sup> Street  
P.O. Box 838  
Great Bend, KS 67530

## **2. Referral to Review Officer**

Upon receipt of the complaint, the Transportation Coordinator shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the Transportation shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the *(agency)'s* processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, Transportation Coordinator for concurrence. If the Transportation Coordinator concurs, he or she shall issue Sunflower Diversified Services written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

**Note: Upon receipt of a complaint, Sunflower Diversified Services shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.**

## **3. Request for Reconsideration**

If the Complainant disagrees with the Transportation Coordinator's response, he or she may request reconsideration by submitting the request, in writing, to the Chief Operations Officer) within 10 calendar days after receipt of the *response*. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Transportation Coordinator. The Chief Operations Officer will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Chief Operations Officer agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

## **4. Appeal**

If the request for reconsideration is denied, the Complainant may appeal the Chief Operations Officer's response by submitting a written appeal to Sunflower Diversified Services Board of Directors no later than 10 calendar days after receipt of the Chief Operations Officer's written decision rejecting reconsideration. The Board of Directors *will then make a determination to either request re-evaluation by the staff review officer(s) 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 Sunflower Diversified Services 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 66603