



TITLE VI/ADA NOTICE TO THE PUBLIC AND COMPLAINT PROCEDURES

Cardinal Ritter Senior Services posts Title VI/ADA notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Cardinal Ritter Senior 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.

Cardinal Ritter Senior Services operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990.

For more information on the Cardinal Ritter Senior Services Title VI program and the procedures to file a complaint, contact Chris Baechle at 314-961-8000; or email cbaechle@crsstl.org, or visit our administrative office at 7601 Watson Road, St Louis, MO. 63119. For more information, visit www.crsstl.org

If you believe you have been discriminated against on the basis of race, color, or national origin by Cardinal Ritter Senior Services, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI/ADA Complaint Form.

To obtain additional information about your rights under Title VI, contact:

Cardinal Ritter Senior Services
Chris Baechle
@ 314-961-8000; or email cbaechle@crsstl.org.

How to file a Title VI/ADA complaint with Cardinal Ritter Senior Services

1. Call CRSS and ask for a Title VI/ADA Complaint Form to be sent to you.
2. In addition to the complaint process at CRSS, complaints may be filed directly with the Federal Transit Administration Office of Civil Rights, Region 7, 901 Locust Street, Suite 404, Kansas City, MO 64106
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible
4. The form must be signed and dated and include the person's contact information.

If information is needed in another language, contact 314-961-8000.

Procedure for Filing a Title VI/ADA Complaint

Filing a Title VI/ADA Complaint

The complaint procedures apply to the beneficiaries of Cardinal Ritter Senior Services' programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Cardinal Ritter Senior Services may file a Title VI/ADA complaint by completing and submitting the agency's **Title VI/ADA Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

[Download the Cardinal Ritter Senior Services Title VI Complaint Form](#) or request a copy by writing to:

Cardinal Ritter Senior Services
7601 Watson Rd
St Louis, MO 63119

Information on how to file a Title VI/ADA complaint may also be obtained by calling Chris Baechle at 314-961-8000.

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

- Your name, address, and telephone number.
- Specific, detailed information (how, why, and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Cardinal Ritter Senior Services | Chris Baechle @ 314-961-8000; or email cbaechle@crsstl.org

COMPLAINT ACCEPTANCE: Cardinal Ritter Senior Services will process complaints that are complete.

Once a completed Title VI/ADA Complaint Form is received, Cardinal Ritter Senior Services will review it to determine if Cardinal Ritter Senior Services has jurisdiction. The complainant will receive an acknowledgment letter informing them whether or not the complaint will be investigated by Cardinal Ritter Senior Services.

INVESTIGATIONS: Cardinal Ritter Senior Services will generally complete an investigation within 90 days from receipt of a completed complaint form. Cardinal Ritter Senior Services

may contact the complainant if more information is needed to resolve the case. Unless a longer period is specified by Cardinal Ritter Senior Services, the complainant will have ten (10) days from the date of the letter to send the requested information to the Cardinal Ritter Senior Services investigator assigned to the case.

The case will be closed if the requested information is not received within that timeframe. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI/ADA investigator reviews the complaint, the Title VI/ADA investigator will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

– A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.

– A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Cardinal Ritter Senior Services' determination, the complainant may request reconsideration by submitting the request in writing to the Title VI/ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Cardinal Ritter Senior Services will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Cardinal Ritter Senior Services 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 the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Contact Cardinal Ritter Senior Services at 7601 Watson Road, St Louis, MO, if the information is needed in another language. 63119, or at 314-9618000.