



The Arc Mercer Transportation Title VI Policy Notice to the Public

The Arc Mercer operates its programs and services without regard to race, color, or national origin by Title VI of the Civil Rights Act of 1964 as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a written complaint to the Director of Human Resources of The Arc Mercer. To file a complaint, or for more information on The Arc Mercer's obligations under Title VI, write to: The Arc Mercer, 180 Ewingville Rd, Ewing, NJ 08610, Compliance Office, visit www.arcmercer.org.

The transportation services this agency provides are funded entirely or partly through federal funds received through NJ TRANSIT. As an individual you also have the right to file your complaint with the Federal Transit Administration by writing to:

**Title VI Program Coordinator
East Building, 5th Floor – TCR,
US Department of Transportation
Federal Transportation Administration, Office of Civil Rights
1200 NJ Avenue, SE,
Washington, DC 20590**

If additional information is needed in another language, contact: 609-406-0181

Si se necesita información en otro idioma, contacte 609-406-0181.

如果需要其他语言的信息，请联系609-406-0181。609-406-0181

Jeśli informacje są potrzebne w innym języku, skontaktuj się z 609-406-0181.

Si enfòmasyon yo bezwen nan yon lòt lang, kontakte 609-406-0181.

다른 언어로 정보가 필요하면 609-406-0181로 연락하십시오.

Jika informasi diperlukan dalam bahasa lain, hubungi 609-406-0181.

El transporte de Arc Mercer Aviso de política del Título VI al público

Arc Mercer opera sus programas y servicios sin distinción de raza, color u origen nacional según el Título VI de la Ley de Derechos Civiles de 1964, según enmendada. Cualquier persona que crea que ha sido agraviada por alguna práctica discriminatoria ilegal bajo el Título VI puede presentar una queja por escrito al Director de Recursos Humanos de The Arc Mercer. Para presentar una queja o para obtener más información sobre las obligaciones de The Arc Mercer según el Título VI, escriba a: The Arc Mercer, 180 Ewingville Rd, Ewing, NJ 08610, Oficina de Cumplimiento, visite www.arcmercer.org.

Los servicios de transporte que brinda esta agencia se financian total o parcialmente a través de fondos federales recibidos a través de NJ TRANSIT. Como individuo también tiene derecho a presentar su queja ante la Administración Federal de Tránsito escribiendo a:

**Title VI Program Coordinator
East Building, 5th Floor – TCR,
US Department of Transportation
Federal Transportation Administration, Office of Civil Rights
1200 NJ Avenue, SE,
Washington, DC 20590**

NOTE: This information is posted in all FTA funded vehicles used to operate The Arc Mercer RLC Transportation program, on The Arc Mercer website and in all employee handbooks.

TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

This section outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the New Jersey Human Relations Commission, federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

General

Any person who believes that he or she has been discriminated against based on race, color, or national origin by contacting The Arc Mercer (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form to The Arc Mercer’s Human Resource Department or Title VI/Transportation Coordinator, 180 Ewingville Road, Ewing, New Jersey 08638. The Arc Mercer investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

The Arc Mercer shall conduct a prompt thorough and impartial investigation, adhering to the following

Procedures

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The QA Specialist will interview the Complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination, date when the Complainants became aware of the alleged act of discrimination; or the date on which the conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Human Resource Director will determine its jurisdiction, acceptability, and need for additional information and assign it to the QA Specialist to investigate its merit.



3. The Complainant will be provided with written acknowledgement that the Arc Mercer has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The Complainant must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color, or national origin.
 - c. The allegation must involve an Arc Mercer service for a federal aid recipient, sub recipient, or contractor.
5. A complaint may be dismissed for the following reasons:
 - a. The Complainant requests withdrawal of the complaint.
 - b. The Complainant fails to respond to repeated requests for additional information to process the complaint.
 - c. The Complainant cannot be located after reasonable attempts.
6. Once Arc Mercer's Human Resources Department decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and be logged into a database identifying the Complainant's name, basis, allegation of harm, race, color, and national origin.
7. In cases where the Arc/Mercer's Human Resource Department assumes the investigation of the complaint, within 90 calendar days of the complaint's acceptance, the Arc/Mercer QA Specialist will prepare an investigative report for review by the Human Resources Director. The report shall include a narrative description of the incident, identification of people interviewed, findings, and recommendations for disposition.
8. The Human Resources Director will review the investigative report and its findings, and in some cases, Arc Mercer's legal counsel will review them. The report will be modified as needed.
9. The Human Resources Director and legal counsel will determine the complaint's disposition. Dispositions will be stated as part of the record.

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10. Notice of the Human Resource Director's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of the Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:

- a. Arc Mercer will reconsider the determination, if new facts come to light.
- b. If Complainant is dissatisfied with the determination and/or resolution set for by the Arc/Mercer, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration Title VI Program Coordinator, East Building, 5th Floor- TCR, US Department of Transportation, FTA, Office of Civil Rights, 1200 NJ Avenue, SE, Washington, DC 20590.

11. If appropriate, A copy of the complaint and the Arc Mercer's investigation report/ letter of finding and Final Remedial Action Plan will be issued to the FTA within 120 days of receipt of the complaint.

12. Title VI updates to the FTA will include a summary of the complaint and its resolution.

RECORD KEEPING REQUIREMENTS

The Human Resource Director will ensure that all records related to The Arc/Mercer's Title VI Complaint Process are maintained with department records.

Confidentiality:

- Investigations of discrimination claims shall be conducted in a way that respects the privacy of all persons involved.
- All persons interviewed shall be directed not to discuss any aspect of the investigation with others. Failure of any employee to comply with this confidentiality directive may result in disciplinary action, up to and including termination.
- Nothing in this policy requires any employee with a complaint of discrimination to present the matter to the person who is the subject of the complaint.
- During an investigation, it may be necessary to discuss the claims with the alleged discriminator and other persons who may have relevant knowledge.
- Any employee who believes he/she has been or is being subjected to discrimination, or who believes he/she has observed discrimination, and who reports the matter pursuant to this policy shall not be retaliated against or adversely treated because of the making of the complaint or his/her participation in any investigation.



TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires 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 following information is necessary to process your complaint. Please contact the Director of Human Resources at 609-406-0181 if you require assistance completing this form.

**The Arc/Mercer Inc.
ATTN: Director of Human Resources
180 Ewingville Rd.
Ewing, NJ 08638**

For complaints concerning Section 5310 (Senior Citizens and Persons with Disabilities), or other programs funded by the Federal Transit Administration, complete and return this form to the address above.

Title VI Complaint Form

****The following information is needed to assist in processing your complaint.***

A. Complainant's information:

Name: _____

Address: _____

City _____ State _____ /Zip Code: _____

Telephone Number (Home): _____ Telephone Number (Work): _____

Email Address: _____

Accessible Format Requirements? (Select One or More)

Large Print ___ TDD ___ Audio ___ Other _____



B. Person discriminated against (if someone other than complainant):

Name: _____

Address: _____

City _____ State _____ Zip Code: _____

Phone Number (Home): _____ Phone Number (Work): _____

Email Address: _____

Relationship to the person for whom you are complaining:

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. **YES** **NO**

C. Which of the following best describes the reason you believe the discrimination took place?

____ Race ____ Color ____ National Origin ____ Other: _____

D. On what date(s) did the alleged discrimination take place?

Date: _____

Date: _____

Date: _____

Date: _____

Other: _____

E. Please describe the alleged discrimination. Explain what happened and whom you believe was responsible. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) and any witnesses' names and contact information. If additional space is needed, add a sheet of paper.



F. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Please specify and list all that apply.

Federal Agency _____

Federal Court _____

State Agency _____

State Court _____

Local Agency _____

If you have checked above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Address: _____

City _____ State _____ Zip Code: _____

Phone Number (Home): _____ Phone Number (Work): _____

Email Address: _____

G. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Signature: X _____ Date _____

Attachments: Yes _____ No _____

G. Submit form and any additional information to:

The Arc/Mercer Inc.
ATTN: Director of Human Resource
180 Ewingville Rd.
Ewing, NJ 08638