

Notifying the Public of Rights Under Title VI

Boley Centers, Inc.

- Boley Centers, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Boley Centers, Inc.
- For more information on Boley Centers, Inc.'s civil rights program, and the procedures to file a complaint, contact 727-821-4819 x 5246, (TTY 727-); email Japhia.kendall@boleycenters.org, or visit our administrative office at 445 31st St. N., St. Petersburg, FL, 33713. For more information, visit www.boleyccenters.org.
- If information is needed in another language, contact 727-821-4819 x 5246.

Boley Centers' Title VI Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Boley Centers, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (see **Appendix C**). Boley Centers, Inc. investigates complaints received no more than 180 days after the alleged incident. Boley Centers, Inc. will process complaints that are complete.

Once the complaint is received, Boley Centers' Title VI Liaison, Japhia Kendall, Vice President of Quality & Risk Management, will review it to determine if our office has jurisdiction. Japhia Kendall can be reached at Phone: (727) 821-4819 x 5246. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Boley Centers, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Boley Centers, Inc. may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, Boley Centers, Inc. can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he 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 violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on Boley Centers, Inc.'s website www.boleyccenters.org.