

B3. Title VI Complaint Procedures and Complaint Form

The Catholic Charities of Staten Island's Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: <https://cc-si.org/programs/>
- ☒ Hard copy in the Anderson Older Adult Center office
- ☐ In client intake materials
- ☒ Other - Inside transit vehicle 2026 Ford, VIN ***3539

Anyone who believes they have been discriminated against on the basis of race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix 2*) to the address below.

Catholic Charities of Staten Island
Michelle LaVignera
Director of Operations & Title VI Coordinator
120 Anderson Avenue, SI, NY 10302
(718) 447-6330, Ext. 2890
mlavignera@cc-si.org

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. Catholic Charities of Staten Island will make reasonable modifications and take information verbally if the complainant requires this accommodation. The Catholic Charities of Staten Island investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the Catholic Charities of Staten Island will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix 3*)
2. Determine if the Catholic Charities of Staten Island has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the Catholic Charities of Staten Island is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the Catholic Charities of Staten Island will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix 4*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix 5*)

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with Catholic Charities of Staten Island enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact Catholic Charities of Staten Island at (718) 447-6330, Ext. 2892.

Si se necesita información en otro idioma, por favor contacto (718) 447-6330, Ext. 2892.