

Overview

Don Bosco Community Centers ensures compliance with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

Don Bosco Community Centers assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. DBCC further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Don Bosco Community Center’s 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 Don Bosco Community Centers may file a Title VI complaint by completing and submitting the agency’s **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT:

You may [download](#) the Don Bosco Community Centers’ Title VI Complaint Form at www.donbosco.org, or request a copy by writing to Don Bosco Community Centers, 580 Campbell St., Kansas City, MO 64106. Information on how to file a Title VI complaint may also be obtained by calling DBCC Senior Services Advocate at 816-691-2900.

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 Don Bosco Community Centers; Executive Director
580 Campbell St., Kansas City, MO 64156

Don Bosco Community Centers will conduct an investigation within 60 days from receipt of a completed complaint form. If more information is needed to resolve the case, DBCC may contact the complainant. Unless a longer period is specified by DBCC, the complainant will have ten (10) days from the date of the letter to send requested information to the investigator assigned to the case. If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

COMPLAINT ACCEPTANCE: Our Human Relations officer will process complaints received that are complete. Once a completed Title VI Complaint Form is received, the officer will investigate and complete a review regarding the merit and any change recommendations to the DBCC Executive Director. The Executive Director will review the findings and if so agrees; will issue the complainant an acknowledgement letter informing them of the findings and recommendations.

- If the complainant disagrees with the determination he or she may request reconsideration by submitting a written appeal to the Executive Director.
- If the request for reconsideration is denied, the complainant may file a written appeal with the DBCC Board of Directors.
- If the complainant is not satisfied with DBCC's resolution of the complaint, he or she may also file a written complaint within 180 days after the alleged date of the discrimination to the state of Missouri Department of Transportation for investigation.

MoDOT Office of External Civil Rights
External Civil Rights Administrator
1617 Missouri Blvd
Jefferson City, MO 65102

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.

If information is needed in another language, contact: Human Relations Officer at Don Bosco Community Centers, 580 Campbell St., Kansas City, MO 64106