



GOODWILL HOMES COMMUNITY SERVICES, INC.
4590 Goodwill Road • P.O. Box 161282 • Memphis, Tennessee 38186-1282
(901) 785-6790 • www.goodwillhomesinc.org
"Creating Opportunities for Family Self-Sufficiency"

Complaint and Hearing Procedure Title VI

The complainant calls or comes in with a complaint. The complaint should include the name, address, phone number and signature of the complainant. A formal complaint should describe the alleged discriminatory act that violates Title VI in detail. The complaint must be filed within 180 calendar days of the alleged incident.

Complaints filed against Goodwill Homes Community Services, Inc.: Log and forward to the Tennessee Department of Transportation (TDOT) or the agency having jurisdiction, within 3 business days.

Complaints Sled against contractors, sub-contractors, etc. of the sub-recipient:
Processed and investigated by, Goodwill Homes Community Services Inc.

GUIDELINES FOR PROCESSING COMPLAINTS

1. Maintain a log of all complaints and appeals.
2. Forward an initial report to TDOT within seven (7) working days.
3. A copy of the complaint will also be forwarded to the alleged discriminatory sub-contractor official. Including the name and telephone number of the Title VI officer assigned to investigate the complaint
4. The investigating officer will initiate the investigation by first contacting the complainant by telephone within three (3) workdays of receiving the assignment to set up an interview.
 - a. The complainant will be informed that they have a right to have a witness or representative present during the interview
 - b. Submit any documentation he/she perceives as relevant to proving his/her complaint
5. The alleged discriminatory sub-contractor official will be given the opportunity to respond to all aspects of the complainant's allegations.
6. The Investigating officer will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.



United Way
of the Mid-South

7. The investigating officer will contact the complainant at the conclusion of the investigation, but prior to writing the final report and give the complainant an opportunity to give a rebuttal statement only at the end of the investigation process.
8. The investigation will be completed, and a final report will be sent to TDOT, the alleged discriminatory sub-contractor, and the complainant within sixty (60) calendar days of the date the complaint was received. The final report will include the following:
 - a. the written complaint containing the allegation, basis, and date of filing
 - b. summarized statements taken from witnesses
 - c. finding of facts
 - d. opinion (based on all evidence in the record) that the incident is substantiated or unsubstantiated
 - e. remedial action(s) for substantiated cases
9. If corrective action(s) is recommended the alleged discriminatory sub-contractor will be given thirty (30) calendar days to inform the Title VI Officer of the actions taken for compliance.
10. Corrective actions can be in the form of actions to be taken at a future date after the initial thirty (30) days with projected time period(s) in which action will be completed. All corrective actions must be made within sixty (60) days from the date of the actual recommendation.
11. If the recommended corrective action(s) have not been taken within the thirty (30) day time period allowed, the sub-contractor will be found to be in noncompliance with Title VI and implementing rules and regulations, and a referral will be made to TDOT for enforcement action.
12. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices, the complainant will be advised of the right to appeal to the appropriate federal agency

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by the **Goodwill Homes Community Services, Inc.** or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complaint.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial reviews with

the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Complaints may be filed locally or through State or Federal Agencies.

**TN Department of
Transportation
Dederick Street
Suite 1800,
James K. Polk Building
Nashville, TN 37243
888.370-3647**

**TN Human Rights
William T. Snodgrass
Building TN Towers
312 Rosa Parks
Avenue 23rd Floor,
Nashville TN 37243
800.251.3589**

**FTA Office of Civil
Rights
Title VI Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Avenue, S.E.
Washington, DC 20590
888-446-4511**

**Goodwill Homes Community Services, Inc
Eunicestein Johnson
Title VI Coordinator
4590 Goodwill Road
Memphis, TN 38109
(901) 785-6790 ext. 17**