

TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by Independence Plus, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form or by calling Independence Plus and speaking to Associate Director who is in charge of Title VI complaints.

Independence Plus Title VI Complaint Form (English and Spanish) is located on our website: <https://indplus.org/about/title-vi-policy/>. The form is available in both English and Spanish. Complaints can also be filed by contacting Independence Plus Associate Director at:

Email: Gtriandafilou@indplus.org Phone: (602) 484-7610

Independence Plus has 30 days to investigate each complaint. If more information is needed to resolve the case, Independence Plus may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Independence Plus Associate Director.