



Catholic Community Service Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Additionally, Catholic Community Service will not exclude or deny an individual services or benefits on the grounds of sex, sexual orientation, pregnancy or pregnancy-related conditions, age, religion, genetic information, status as a veteran, marital status or disability.

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color, sex, sexual orientation, pregnancy or pregnancy-related conditions, age, religion, national origin, genetic information, status as a veteran, marital status, or disability by Catholic Community Service Southeast Senior Service Transit Program may file a complaint by completing and submitting Catholic Community Service’s Complaint Form.

How Do You File A Complaint?

You may request the Catholic Community Service’s (CCS) Complaint Form by contacting CCS’s Compliance Officer one of the following ways:

1. Email: jennifer.carson@ccsjuneau.org
2. Mailing a written request or stopping by: Catholic Community Service, 419 Sixth Street, Juneau, Alaska 99801
3. Phone: (907) 463-6162.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

1. Your name, address and telephone number. (See Question 1 of the CCS Complaint Form)
2. How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 7, 8, 9, and 10 of the CCS Complaint Form)
3. The names of any persons, if known, whom the Compliance Officer could contact for clarity of your allegations. (See Question 11 of the CCS Complaint Form)

Please submit your complaint form to address listed below:

**CCS Compliance Officer
Jennifer Carson
419 Sixth Street
Juneau, Alaska 99801
907-463-6162**

How Will Your Complaint Be Handled?

Catholic Community Service (CCS) investigates complaints received no more than 180 days after the alleged incident. CCS will process complaints that are complete. Once a completed complaint is received, CCS will review it to determine if CCS has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CCS.

Catholic Community Service will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, CCS may contact the complainant. Unless a longer period is specified by CCS, the complainant will have ten (10) days from the date of the letter to send requested information to the Catholic Community Service investigator assigned to the case.

If CCS investigator is not contacted by the complainant or does not receive the additional information within the required timeline, CCS may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, CCS will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with CCS determination, he/she may request reconsideration by submitting a request in writing to CCS Executive Director within seven (7) days after the date of CCS letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the **Alaska Department of Transportation and Public Facilities, at MS-2530, Anchorage, AK 99519-6900** or the **Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.**

If information is needed in another language, contact Catholic Community Service at (907) 463-6162.