

**TCRC, Inc.**  
**TITLE VI PROCEDURES**

*Date Last Updated:7/28/14*

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.”*

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by TCRC, Inc. may file a complaint by completing and submitting TCRC, Inc. the Title VI Complaint form.

***How do you file a complaint?***

You may download the TCRC, Inc. Title VI Complaint Form at [tcrcorg.com](http://tcrcorg.com) or request a copy by writing or phoning:

Greg Cassidy  
TCRC, Inc.  
21310 State Route 9  
Tremont, IL 61568  
309-347-4748  
Fax-309-925-4241  
[greg@tcrcorg.com](mailto:greg@tcrcorg.com)

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:

- Your name, address and telephone number [See *question 1 of the complaint form*];
- 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 complaint form*]; and
- The names of any persons, if known, whom the director could contact for clarity of your allegations [See *question 11 of the complaint form*].

Please submit your complaint form to address listed below:

Greg Cassidy  
TCRC, Inc.  
21310 State Route 9  
Tremont, IL 61568  
309-347-4748  
Fax-309-925-4241  
[greg@tcrcorg.com](mailto:greg@tcrcorg.com)

***How will your complaint be handled?***

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

TCRC, Inc. will generally complete an investigation within 90 days from receipt of a

completed complaint form. If more information is needed to resolve the case, TCRC, Inc. may contact the complainant. Unless a longer period is specified by TCRC, Inc. the complainant will have ten [10] days from the date of the letter to send requested information to the TCRC, Inc. investigator assigned to the case.

If TCRC, Inc. investigator is not contacted by the complainant or does not receive the additional information within the required timeline, TCRC, Inc. 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, TCRC, Inc. 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 [your agency's name] determination, he/she may request reconsideration by submitting a request in writing to Greg Cassidy, Senior VP of Program Services within seven [7] days after the date of TCRC, Inc. letter, stating with specificity the basis for the reconsideration. The Senior VP of Program Services will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Senior VP of Program Services will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with 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, then contact

Greg Cassidy  
TCRC, Inc.  
21310 State Route 9  
Tremont, IL 61568  
309-347-4748  
Fax-309-925-4241  
greg@tcrcorg.com