

Notifying the Public of Rights Under Title VI
Big Lakes Developmental Center, Inc.

• Big Lakes Developmental Center, Inc. (Big Lakes)

operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Big Lakes.

- For more information on the Big Lakes' civil rights program, and the procedures to file a complaint, contact 785.776.9201; email biglakes@biglakes.org; or visit our administrative office at 1416 Hayes Drive, Manhattan, Kansas 66502

For more information, visit www.biglakes.org

- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

This notice is posted on the agency website at <http://www.biglakes.org>.
It can also be in each KDOT vehicle, the office breakrooms and the front entrance.

Title VI Complaint Procedure

The following pertains only to Title VI complaints regarding the services of Big Lakes Developmental Center, Inc. (*Big Lakes*).

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964. At the heart of the regulation is the statement that:

No person in the United States shall, on the ground 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.

Big Lakes has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that *Big Lakes* federally funded programs have discriminated against your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by *Big Lakes*, may file a written complaint with *Big Lakes* Chief Executive Officer (CEO). A sample complaint form is available for download at www.biglakes.org and is available in hard copy at the offices of *Big Lakes*. Upon request, *Big Lakes* will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact the CFO at 785-776-9201. (Please see footnote 1 below.)

Complaints should be mailed to or submitted by hand to:

***Chief Executive Officer
Big Lakes Developmental Center, Inc.
1416 Hayes Drive
Manhattan, KS 66502-5066***

2. Referral to Review Officer

Upon receipt of the complaint, the CEO shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the CEO shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the *Big Lakes* processes related to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the CEO for concurrence. If the CEO concurs, he or she shall issue the *Big Lakes* written response to the

Complainant. This final report should include a summary of the investigation, all findings with recommendations, and corrective measures where appropriate.

Note: Upon receipt of a complaint, *Big Lakes* shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA-Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the CEO's response, he or she may request reconsideration by submitting the request, in writing, to the CEO within 10 calendar days after receipt of the CEO's response. The request for reconsideration should be sufficiently detailed to contain any items the Complainant feels were not fully understood by the CEO. The CEO will notify the Complainant of his or her decision in writing to either accept or reject the request for reconsideration within 10 calendar days. In cases where Big Lakes agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the CEO's response by submitting a written appeal to Big Lakes Board of Directors no later than 10 calendar days after receipt of the CEO's written decision rejecting reconsideration. The Big Lakes Board of Directors *will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.*

5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the (*agency*)'s resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603

1 *This note should be stated in English and in any other language(s) spoken by Limited English Proficiency (LEP) populations that meet the Safe Harbor threshold.*

Big Lakes Developmental Center Inc.

Title VI Complaint Form

Big Lakes Developmental Center Inc. is committed to ensuring that no person is excluded from participating in or denied the benefits of its services based on race, color, or national origin in the provision of transportation services and transit-related benefits.

The purpose of this form is to assist you in filing a complaint with the Big Lakes Developmental Center Inc.

You are not required to use this form: a letter containing the same information will be sufficient. It is important, however, to include all information related to sections marked with a star (*), whether or not the form is used.

If you need assistance in completing this form, please call the Big Lakes Developmental Center Inc. at 785-776-9201.

The purpose of this form is to assist you in filing a complaint with Big Lakes. You are not required to use this form; a letter containing the same information will be sufficient.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No

Section III:		
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.		

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No

Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> Local Agency _____	
<input type="checkbox"/> State Court _____		

Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		

Section VI		
Name of agency complaint is against:		

Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature _____ Date _____

Please submit this form in person the address below, or mail this form to:

CEO
Big Lakes Developmental Center, Inc.
1416 Hayes Drive
Manhattan, KS 66502-5066

List of Title VI Investigations, Lawsuits and Complaints

	Date Submitted/Filed (Month, Day Year)	Summary of allegation (include basis of complaint: race, color or national origin)	Status	Resolution/Action Taken
Investigations				
1				
2				
Lawsuits				
1				
2				
Complaints				
1				
2				

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American	Other
Population within service area	75%	9%	8%	4%	1%	3%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff	77%	7%	10%	2%	1%	3%
Persons Served	82%	1%	9%	1%	1%	6%