Notice of Public Rights under Title VI

The Winsted Senior Center 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 the Winsted Senior Center.

For more information on the Winsted Senior Center civil rights program, and the procedures to file a complaint, contact 860-379-4252 x4; jkelley@townofwinchester.org; or visit our administrative office at 80 Holabird Avenue. For more information, visit townofwinchester.org.

A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111

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

If information is needed in another language, contact 860-379-4252
# Four Factor Analysis

<table>
<thead>
<tr>
<th>Factor 1</th>
<th>Factor 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number/Proportion of LEP People</strong></td>
<td><strong>Frequency of Contact</strong></td>
</tr>
<tr>
<td>Spanish</td>
<td>380 people</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>53 people</td>
</tr>
<tr>
<td>All other languages under 0.4*</td>
<td>We have not encountered any riders, at this point, who have needed language assistance, but have a plan in place.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Factor 3</th>
<th>Factor 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services for LEP People</strong></td>
<td><strong>Resources Available</strong></td>
</tr>
<tr>
<td>Winsted Senior Center offers van rides for residents of Winchester and Winsted, age 55 or older and people with a disability, for travel in Winchester and Winsted only, Monday through Friday. Winsted Senior Center staff is trained on Limited English Proficiency (LEP) procedures and updated annually or as needed. The staff is also trained on other transportation options available in the NW corner.</td>
<td>A bi-lingual staff member is available for phone or in-person translation. Also, all staff is trained on using translation websites and phone apps.</td>
</tr>
</tbody>
</table>

* Does not meet the threshold for safe harbor. The Winsted Senior Center will continue to monitor the statistics and demand.
Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Winsted Senior Center may file a Title VI complaint by completing and submitting the Winsted Senior Center Title VI Complaint Form. The Winsted Senior Center investigates complaints received no more than 180 days after the alleged incident. The Winsted Senior Center will process complaints that are complete.

Once the complaint is received, the Winsted Senior Center will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The Winsted Senior Center will notify the Connecticut Department of Transportation’s Title VI Coordinator of any Title VI complaints filed, within 10 business days of receipt.

The Winsted Senior Center has 60 days to investigate the complaint. If more information is needed to resolve the case, Winsted Senior Center may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Winsted Senior Center can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or any other action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Connecticut Dept. of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.
# Winsted Senior Center TITLE VI COMPLAINT FORM

## Section I:

<table>
<thead>
<tr>
<th>Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Telephone (Home):</td>
<td>Telephone (Work):</td>
</tr>
<tr>
<td>Electronic Mail Address:</td>
<td></td>
</tr>
</tbody>
</table>

## 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):  
[ ] Race  
[ ] Color  
[ ] 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 use the back of this form.

<table>
<thead>
<tr>
<th>Section IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you previously filed a Title VI complaint with this agency?</td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section V</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?</td>
</tr>
<tr>
<td>[ ] Yes</td>
</tr>
<tr>
<td>If yes, check all that apply:</td>
</tr>
<tr>
<td>[ ] Federal Agency: __________________________</td>
</tr>
<tr>
<td>[ ] Federal Court: __________________________</td>
</tr>
<tr>
<td>[ ] State Court: __________________________</td>
</tr>
</tbody>
</table>

Please provide information about a contact person at the agency/court where the complaint was filed.

**Name:**

**Title:**

**Agency:**

**Address:**

**Telephone:**

<table>
<thead>
<tr>
<th>Section VI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of agency complaint is against:</td>
</tr>
</tbody>
</table>

**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 at the address below, or mail this form to:
- Winsted Senior Center, 80 Holabird Avenue, PO Box 676, Winsted, CT 06098; or
- Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or
- Federal Transit Administration, FTA Civil Rights Office, 1200 New Jersey Avenue SE, Washington, DC 20590