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**Title VI Plan**

1. **Purpose of Plan**

Title VI of the Civil rights Act of 1964, as amended, applies to U.S. Department of Transportation Federal Transit Administration (FTA) sub-recipients. The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed 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 from the FTA. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.

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| FAYCO Enterprises, Inc.   * FAYCO Enterprises, Inc. operates its programs and services without regard to race, color, creed, national origin, age, sex, and disability 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 FAYCO Enterprises, Inc. * For information on FAYCO Enterprises, Inc.’s civil rights program, or to file a Title VI complaint, contact Sherry Hicks at FAYCO Enterprises, Inc., 1313 Sunset Drive, P.O. Box 277, Vandalia, IL 62471. Phone 618-283-0638. Email [sherryh@fayco.org](mailto:sherryh@fayco.org) * You may also file your complaint with the FTA at: Federal Transit Administration 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, please contact 618-283-0638. |

1. **Title VI Complaint Process**

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

Once the complaint is received, FAYCO Enterprises, Inc. will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

FAYCO Enterprises, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, FAYCO Enterprises, Inc. may contact the complainant. The complainant has ten (10) business days form 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 ten (10) business days, FAYCO Enterprises, Inc. 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, FAYCO Enterprises, Inc. will issue one of two letter 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. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten (10) days to do so from the date of the closure letter or the LOF.

The complaint procedure will be made available to the employees and individuals served by FAYCO Enterprises, Inc.