Sally J. Pimentel Deaf & Hard of Hearing Center, Inc. (DHHC)

Title VI Complaint Instructions

Any person who believes they have been discriminated against on the basis of race, color, or national origin in connection with programs, services, or activities provided by DHHC may file a Title VI complaint. DHHC will provide a prompt and objective review of complete Title VI complaints and will provide language or accessible communication assistance upon request.

HOW TO FILE A TITLE VI COMPLAINT

Complete the DHHC Title VI Complaint Form and submit it within 180 days of the alleged incident. The completed form may be submitted in person or mailed to the Executive Director at the address below. The Title VI Complaint Form and complaint procedure are also available through DHHC and on the agency website at www.dhhc.life. Complaint forms are available in English, Spanish, and Creole.

Title VI Contact

Amy Turner, Executive Director
Sally J. Pimentel Deaf & Hard of Hearing Center, Inc.
1860 Boy Scout Dr., Ste. B208, Fort Myers, FL 33907
Voice: (239) 461-0334 | Video Phone: (239) 247-5821
Website: www.dhhc.life

Review and Acknowledgement

DHHC will process complaints that are complete. Once a complaint is received, DHHC will review it to determine whether the agency has jurisdiction. The complainant will receive an acknowledgement informing them whether the complaint will be investigated.

Investigation

DHHC will have ninety (90) days to investigate the complaint. If additional information is needed to resolve the matter, DHHC may contact the complainant. The complainant will have ten (10) business days from the date of the request to provide the requested information. The complaint may be administratively closed if the requested information is not received within that period or if the complainant no longer wishes to pursue the complaint.

Written Decision and Appeal

After the investigation, DHHC will issue either a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that no Title VI violation was found. A Letter of Finding summarizes the allegations and investigation and explains any disciplinary action, additional training, corrective action, or other action that will occur, when applicable. A complainant may appeal DHHC's decision within seven (7) days of receiving the closure letter or Letter of Finding.

Filing Directly with the Federal Transit Administration

A complaint may also be filed directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue, SE, Washington, DC 20590.

Records

DHHC will maintain Title VI compliance records and related documents for a minimum of three (3) years and will track and report Title VI investigations, complaints, and lawsuits as required by FDOT and applicable federal requirements.

Language assistance and accessible communication formats are available upon request.