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## Notice to the Public

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City Seniors, Inc. posts Title VI and ADA notices on our agency's website, in public areas of our agency, in our board room, and on the buses and or paratransit vehicles.

City Seniors, Inc. operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

Members of the public may request additional information on City Seniors' nondiscrimination obligations by contacting Jennifer Bess, Executive Director, at 314.352.0141.

If you believe you have been discriminated against on the basis of race, color, or national origin by City Seniors, Inc., you may file a title VI complaint by completing, signing, and submitting the agency's Title VI complaint form.

### **How to file a Title VI or ADA complaint with City Seniors, Inc.:**

1. Complaint forms are housed in our office. Forms may be picked up in person or you may call the office and we will mail one to you. The form can also be downloaded from our website [www.stlouiscityseniors.com](http://www.stlouiscityseniors.com).
2. In addition to the complaint process at City Seniors, Inc. complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust St. Suite 404, Kansas City, MO 63106.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 314.352.0141.

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**City Seniors, Inc. Title VI and ADA Complaint Form**

"No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats please ask for assistance.

Mail and/or return this form to:

Jennifer Bess  
City Seniors, Inc.  
4705 Ridgewood Ave.  
St. Louis, MO 63116  
Ph: 314.352.0141 Fax: 314.352.3819  
jbess@stlouiscityseniors.com

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1. Complainant

- a. Address:  
b. City: State: Zip code:  
c. Telephone (incl. area code):  
d. Email address:  
Do you prefer to be contacted via email? ( ) Yes ( ) No

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2. Accessible Format of Form Needed? ( ) Yes If yes, specify: ( ) No

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3. Are you filing this claim on your own behalf? ( ) Yes If yes, go to question 7.  
( ) No If no, go to question 4.

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4. If you answered no to question 3 above, please provide you name and address.

- a. Name of person filing complaint:  
b. Address:  
c. City State: Zip code:  
d. Telephone (include area code): Home ( ) or Cell ( ) Work:  
e. Email address:  
Do you prefer to be contacted via email? ( ) Yes ( ) No

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5. What is your relationship to the person for whom you are filing the complaint?

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6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) Yes, I have permission ( ) No, I do not have permission

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7. I believe that the discrimination I experienced was based on (check all that apply):  
( ) Race ( ) Color ( ) National Origin (Classes protected by Title VI) ( ) Other (please specify

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8. Date of alleged discrimination (Month, Day, Year):

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9. Where did the alleged discrimination take place?

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10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). *Use the back of this form or separate pages if additional space is required.*

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11. Please list any and all witnesses' names and phone numbers/contact information. *Use the back of this form or separate pages if additional space is required.*

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12. What type of corrective action would you like to see taken?

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13. Have you filed a complaint with any other federal, state, or local agency, or with the Federal or state court? ( ) Yes if yes, check all that apply. ( ) No

- a. ( ) Federal Agency (List agency's name)
- b. ( ) Federal Court (specify location)
- c. ( ) State Court
- d. ( ) State Agency (specify agency)
- e. ( ) County Court (specify court and county)
- f. ( ) Local Agency (specify agency)

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14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Agency: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

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

Signature and date required:

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Signature

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Date