



**Catholic Charities Tri-County Services  
1462 Erie Boulevard, 2<sup>nd</sup> Floor, Schenectady, NY 12305**

**Notifying the Public of Rights under Title VI**

Catholic Charities Tri-County Services 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. Catholic Charities Tri-County Services also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with Catholic Charities Tri-County Services.

For information on Catholic Charities Tri-County Services' Title VI policy or to obtain the Title VI complaint form and procedures visit our website at [www.ccreda.org](http://www.ccreda.org). Or contact:

**Jenn Hyde, Title VI Coordinator**  
**Catholic Charities Tri-County Services**  
Executive Director  
1462 Erie Blvd, 2<sup>nd</sup> Floor  
Schenectady, New York 12305  
Phone (518)372-5667/TDD or Fax (518) 372-5686  
[info@cathcharschdy.org](mailto:info@cathcharschdy.org)

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>

A complaint can also be filed directly with the 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

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto 518-372-5667.



## Catholic Charities Tri-County Services Transportation Services

### TITLE II OF THE AMERICANS WITH DISABILITIES ACT COMPLAINT PROCEDURE

Title II of the Americans with Disabilities Act (the "ADA") protects qualified individuals with a disability from discrimination on the basis of that disability in the services, programs, or activities of Catholic Charities Tri-County Services (CCTCS). This notice is posted to inform the public of the provisions of Title II of the ADA and the requirements of the federal ADA regulations.

Catholic Charities Tri-County Services does not discriminate against qualified individuals with a disability in its services, programs, or activities. Also, qualified individuals with a disability are not excluded from participation in or denied the benefits of the services, programs, or activities of Catholic Charities Tri-County Services.

The US DOT ADA Final Rule, effective July 13, 2015, revised the local complaint process requirements in 49 CFR Parts 27 and 37 to require that recipients sufficiently advertise the process for filing an ADA-related complaint and communicate a response promptly to any individual filing a complaint.

Catholic Charities Tri-County Services Executive Director, or designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability for Transportation services.

**How to File a Complaint:** Fill out an ADA Complaint Form. Complaint Forms are available online at [Americans with Disabilities Act \(ADA\) Complaint Form](#), or by request at: Catholic Charities Tri-County Services, 1462 Erie Blvd. 2nd Floor, Schenectady, NY 12305, 518-372-5667.

Complaints can be filed orally or in writing and should contain:

1. The name, address, and telephone number of the individual or representative filing the complaint; complaints filed on behalf of third parties must describe or identify the alleged victims of the discrimination;
2. An explanation of the discrimination or denial of service;
3. The date the alleged violation(s) occurred;
4. Signature of the person filing the complaint.

Complaints may be submitted to Catholic Charities Tri-County Services as follows:

1. Complaints can be submitted to the Catholic Charities of the Diocese of Albany's Compliance Officer, by mail, phone or email: Mail: Compliance Officer, CCRCDA, 40 N Main Ave, Albany, NY 12203 Email: [compliance@ccrcda.org](mailto:compliance@ccrcda.org) Phone: 866-662-1875  
OR
2. By Mail, Phone, or in Person to Catholic Charities Tri-County Services, Attn: Jenn Hyde, Executive Director Mail or In Person: 1462 Erie Blvd. 2nd Floor, Schenectady, NY 12305. Phone: 518-372-5667.

If you need assistance in filing or writing your complaint, Catholic Charities Tri-County Services will, at your request, help you locate an impartial advocate or representative not associated with Catholic Charities Tri-County Services. You must also specify any other reasonable accommodation or alternate format you may require to effectively communicate your complaint. Accessible formats are available upon request. The complaint form must be filled out completely and filed with Catholic Charities Tri-County Services within 90 calendar days from the date of the alleged discriminatory action or practice.

**Acknowledgment of Complaint Receipt:** Catholic Charities Tri-County Services will respond timely to compliants, typically within 10 business days after the receipt of the complaint, the complainant will be contacted by mail, email or phone. Information provided will include:

1. Acknowledgment that their complaint has been received and forwarded for investigation;
2. How to contact Catholic Charities Tri-County Services if the complainant does not receive a response within 10 business days.

**Investigation of Complaint:** Catholic Charities Tri-County Services Executive Director investigate the complaint and respond in writing upon completion of the investigation, typically within 30 business days from receipt of the complaint. The response will set out a process for the resolution of the complaint. If no action is taken, the response will state the reasons for the decision. (Catholic Charities Tri-County Services employee personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged). Information provided will include:

1. A description of the complaint;
2. A finding of facts;
3. A description of how the complaint will be resolved;
4. When the complaint will be resolved; and
5. An assurance that Catholic Charities Tri-County Services will comply with the specific terms of the resolution of the complaint.

If Catholic Charities Tri-County Services is unable to resolve the complaint, you will be notified of this nonresolution within 10 business days.

The notification will include:

1. A description of the complaint;
2. A summary of any resolution(s) proposed;
3. A statement addressing the issues that were not resolved at the meeting.

**Appeals:** The complainant can appeal the decision in instances where he or she is dissatisfied with the resolution. The request for appeal should be made within thirty (30) business days of receipt of the response to the complaint. An appeal may be made in writing, telephone or in-person. Appeal should be directed to Catholic Charities of the Diocese of Albany's Compliance Officer at 40 N Main Ave, Albany, NY 12203 518-453-6650.

**Appeals Follow-Up (only if requested by the complainant):** The Compliance Officer will review the appeal and respond in writing promptly upon completion of the appeal review. Information provided will include:

1. A copy of your complaint; and

2. A brief report of the outcome of the investigation.

If requested by the complainant, a meeting will be scheduled on the matter, during which the client will be permitted to present any materials or testimony relevant to the appeal. The Compliance Officer will review the information provided by the client (or the client's representative) and make a decision on whether to uphold the decision. This decision will be made within 10 business days.

File Retention: Catholic Charities Tri-County Services shall maintain the files and records relating to the complaints filed, for a minimum period of off (5) years. Copies of complaints may be requested from Catholic Charities Tri-County Services in accordance with the New York Public Records Act. Names and addresses of the complainants will be redacted to protect the individuals' privacy rights if copies of complaints are produced.

Individuals may also file complaints with Federal Transit Administration Office at:

Federal Transit Administration  
Office of Civil Rights  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington DC 20590  
[www.fta.dot.gov/ada](http://www.fta.dot.gov/ada)

The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall be impaired by the person's pursuit of other remedies, such as the filing of an ADA complaint with the responsible state or federal department or agency. The use of this complaint procedure is not a prerequisite to the pursuit of remedies



**Section IV**

**Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?**

**Yes**                       **No**

*If yes, check all that apply:*

**Federal Agency:** \_\_\_\_\_

**Federal Court:** \_\_\_\_\_

**State Court:** \_\_\_\_\_

**State Agency:** \_\_\_\_\_

**Local Agency:** \_\_\_\_\_

**Provide information for the contact person at the agency/court where the complaint was filed.**

**Name and Title:**

**Agency:**

**Address:**

**Telephone:**

**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 by mail, email or in person to the address below.**

Catholic Charities Tri-County Services  
Jenn Hyde, Title VI/ADA Coordinator  
1462 Erie Blvd, 2<sup>nd</sup> Floor  
Schenectady, NY 12305  
info@cathcharschdy.org

*This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the 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.*