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Harry S Truman Coordinating Council

**Title VI Program**

Date Approved by Harry S Truman Coordinating Council:

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June 8, 2022

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**A. Title VI Assurances**

Harry S Truman Coordinating Council agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

Harry S Truman Coordinating Council assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Harry S Truman Coordinating Council further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Harry S Truman Coordinating Council meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Harry S Truman Coordinating Council and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Signed: Carrie Campbell

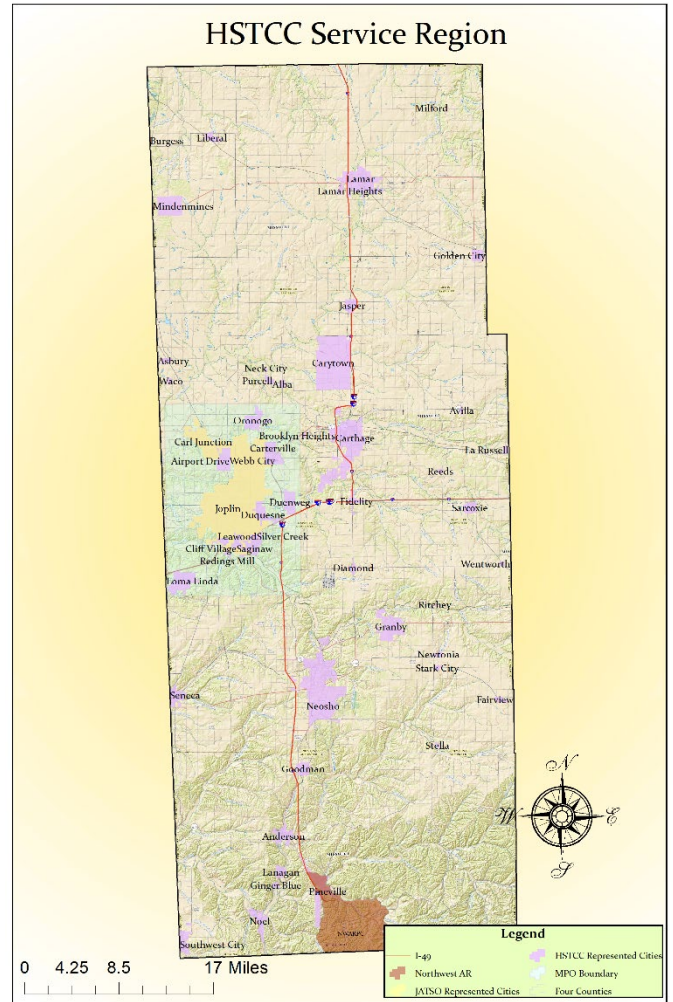
Title: Executive Director

Date: June 8, 2022

## B. Agency Information

The mission of the Harry S Truman Coordinating Council (HSTCC) is to promote human resources & educational opportunities and to provide community, economic and environmental planning and development in order to enhance the quality of life for the residents of the four-county region.

The Harry S Truman Coordinating Council started its services in 1991. The Harry S Truman Coordinating Council (HSTCC) is a Regional Planning Commission (RPC) created by Missouri State Statute 251.250. HSTCC is one of 19 active Regional Planning Commissions (RPCs) in the State. RPCs are also referred to as Councils of Government (COGs). Members of the HSTCC are the cities and counties in good standing within Barton, Jasper, Newton & McDonald counties, as well as associate members who are stakeholders in the region. The Harry S Truman Coordinating Council is governed by a Board of Directors and Executive Board that votes on matters relating to operations. Missouri's regional planning commissions work together through the Missouri Association of Councils of Government (MACOG) a state association, to share educational opportunities and best practices, as well as meet with state agencies monthly.



## C. Notice to the Public

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

Harry S Truman Coordinating Council posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Harry S Truman Coordinating Council 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.

For more information on the Harry S Truman Coordinating Council's Title VI program, and the procedures to file a complaint, contact Carrie Campbell at 417-625-6611; [ccampbell@hstcc.org](mailto:ccampbell@hstcc.org); or visit our administrative office at 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801. For more information visit [www.hstcc.org](http://www.hstcc.org).

If you believe you have been discriminated against on the basis of race, color, or national origin by Harry S Truman Coordinating Council, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact: Harry S Truman Coordinating Council 417-625-6611.

#### **How to file a Title VI/ADA complaint with Harry S Truman Coordinating Council:**

1. Contact our office at 417-625-6611 to obtain a form.
2. In addition to the complaint process at Harry S Truman Coordinating Council, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
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 Carrie Campbell at 417-625-6611

## D. Procedure for Filing a Title VI Complaint

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Harry S Truman Coordinating Council's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Harry S Truman Coordinating Council may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Harry S Truman Coordinating Council Title VI Complaint Form at [www.hstcc.org](http://www.hstcc.org), or request a copy by writing to 407 S Pennsylvania, Suite 204, Joplin, MO 64801. Information on how to file a Title VI complaint may also be obtained by calling our office at 417-625-6611.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Carrie Campbell, Executive Director at 407 S Pennsylvania, Suite 204, Joplin, MO 64801.

COMPLAINT ACCEPTANCE: Harry S Truman Coordinating Council will process complaints that are complete. Once a completed Title VI Complaint Form is received, Harry S Truman Coordinating Council will review it to determine if Harry S Truman Coordinating Council has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Harry S Truman Coordinating Council.

INVESTIGATIONS: Harry S Truman Coordinating Council will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Harry S Truman Coordinating Council may contact the complainant. Unless a longer period is specified by Harry S Truman Coordinating Council, the complainant will have ten (10) days from the date of the letter to send requested information to the Harry S Truman Coordinating Council investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Harry S Truman Coordinating Council's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Harry S Truman Coordinating Council will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Harry S Truman Coordinating Council will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5<sup>th</sup> Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Carrie Campbell at 407 S Pennsylvania, Suite 204, Joplin, MO 64801, or at 417-625-6611.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits  
and Documenting Evidence of Agency Staff Title VI Training**

**Documenting Title VI Complaints/Investigations**

All Title VI complaints will be entered and tracked in Harry S Truman Coordinating Council’s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency’s Title VI Coordinator shall maintain the log.

During the reporting period, Harry S Truman Coordinating Council had 0 Title VI Complaints.

**Agency Title VI Complaint Log**

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

**Documenting Evidence of Agency Staff Title VI Training**

Harry S Truman Coordinating Council’s staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?



## **F. Public Engagement Plan**

### **Goal**

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

#### **Objectives**

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

### **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency’s mission, establishes goals, and approves the budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency’s public engagement process. Advisory bodies provide insight and feedback to the agency.
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Partner agencies

## Harry S Truman Coordinating Council Public Engagement Plan

### 1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

### 2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

### 3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
  - i. Dedicated email address.
  - ii. Social media (Facebook).
  - iii. Regular mail.
  - iv. Survey Monkey and Google Forms.
  - v. Phone calls to HSTCC office 417-625-6611

### 4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

## Title VI Outreach Best Practices

Harry S Truman Coordinating Council ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Harry S Truman Coordinating Council's Public

Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, Harry S Truman Coordinating Council provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

### **2022 – 2024 Title VI Program Public Engagement Process**

Harry S Truman Coordinating Council will conduct a Public Engagement Process for the 2022-2024 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Harry S Truman Coordinating Council will provide briefings to the Board of Directors.

Harry S Truman Coordinating Council will conduct a 30 day public comment period to provide opportunities for feedback on the 2022-2024 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

### **Summary of 2019-2021 Public Outreach Efforts**

1. Email to member communities
2. Publicly available document at 407 S Pennsylvania, Suite 204, Joplin, MO 64804

## G. Language Assistance Plan

### Harry S Truman Coordinating Council Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Harry S Truman Coordinating Council's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description:

Four county region of Barton, Jasper, Newton, and McDonald Counties in Missouri

Harry S Truman Coordinating Council has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Harry S Truman Coordinating Council. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Harry S Truman Coordinating Council undertook the **four-factor LEP analysis** which considers the following factors:

#### Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the Harry S Truman Coordinating Council service area are proficient in the English language. Based on 2020 5-Year American Community Survey data, 3.2% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency.

<b>Population 5 years and over by language spoken at home and ability to speak English</b>	<b>Barton County, Missouri</b>	<b>Jasper County, Missouri</b>	<b>McDonald County, Missouri</b>	<b>Newton County, Missouri</b>	<b>Total Service Area</b>	<b>Percentage of Population</b>
Total:	11,050	112,358	21,183	54,657	199,248	100.0%
Speak only English	10,772	104,024	18,496	51,802	185,094	92.9%
Spanish:	163	6,145	1,849	1,388	9,545	4.8%
Speak English "very well"	75	3,296	870	885	5,126	2.6%
Speak English less than "very well"	88	2,849	979	503	4,419	2.2%
French, Haitian, or Cajun:	9	165	11	36	221	5.0%
Speak English "very well"	9	146	11	32	198	0.1%
Speak English less than "very well"	0	19	0	4	23	0.0%
German or other West Germanic languages:	102	233	134	186	655	0.3%
Speak English "very well"	74	152	95	157	478	0.2%
Speak English less than "very well"	28	81	39	29	177	37.0%
Russian, Polish, or other Slavic languages:	0	36	0	67	103	0.1%
Speak English "very well"	0	36	0	9	45	0.0%
Speak English less than "very well"	0	0	0	58	58	0.0%
Other Indo-European languages:	0	426	7	250	683	0.3%
Speak English "very well"	0	387	7	181	575	0.3%
Speak English less than "very well"	0	39	0	69	108	0.1%
Korean:	4	151	0	58	213	0.1%
Speak English "very well"	4	83	0	28	115	0.1%
Speak English less than "very well"	0	68	0	30	98	0.0%
Chinese (incl. Mandarin, Cantonese):	0	224	0	11	235	0.1%
Speak English "very well"	0	122	0	1	123	0.1%
Speak English less than "very well"	0	102	0	10	112	0.1%
Vietnamese:	0	420	0	19	439	0.2%
Speak English "very well"	0	261	0	7	268	0.1%
Speak English less than "very well"	0	159	0	12	171	0.1%
Tagalog (incl. Filipino):	0	53	0	70	123	0.1%
Speak English "very well"	0	53	0	17	70	0.0%
Speak English less than "very well"	0	0	0	53	53	0.0%
Other Asian and Pacific Island languages:	0	307	415	590	1,312	0.7%
Speak English "very well"	0	102	185	292	579	0.3%
Speak English less than "very well"	0	205	230	298	733	0.4%
Arabic:	0	82	73	106	261	0.1%
Speak English "very well"	0	77	73	106	256	0.1%
Speak English less than "very well"	0	5	0	0	5	0.0%
Other and unspecified languages:	0	92	198	74	364	0.2%
Speak English "very well"	0	92	17	72	181	0.1%
Speak English less than "very well"	0	0	181	2	183	0.1%

2. Frequency of Contact by LEP Persons with Harry S Truman Coordinating Council's Services:

The Harry S Truman Coordinating Council staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, Harry S Truman Coordinating Council has, on average, zero requests per month for an interpreter. Harry S Truman Coordinating Council averages zero phone calls per month.

**LEP Staff Survey Form**

Harry S Truman Coordinating Council is studying the language assistance needs of its members so that we can better communicate with them if needed.

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?  
     DAILY    WEEKLY    MONTHLY    LESS THAN MONTHLY
2. What languages do these members speak?
3. What languages (other than English) do you understand or speak?
4. Would you be willing to serve as a translator when needed?

<b>Frequency of Contact with LEP Persons</b>	
<b>Frequency</b>	<b>Language Spoken by LEP Persons</b>
Daily	<b>NA</b>
Weekly	<b>NA</b>
Monthly	<b>NA</b>
Less frequently than monthly	<b>Spanish</b>

3. The importance of programs, activities or services provided by Harry S Truman Coordinating Council to LEP persons:

Outreach activities, summarized in Harry S Truman Coordinating Council's Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain understanding of the needs of the LEP population, and the manner (if at all) needs are addressed.

**Outside Organization LEP Survey**

Organization: \_\_\_\_\_

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?
4. When necessary, can we use these services?

4. The resources available to Harry S Truman Coordinating Council and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

*As applicable:* Based on our demographic analysis (Factor 1) Harry S Truman Coordinating Council has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Harry S Truman Coordinating Council will provide assistance and direction to LEP persons who request assistance.

### **Staff LEP Training**

The following training will be provided to Harry S Truman Coordinating Council staff:

1. Information on Harry S Truman Coordinating Council Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of Harry S Truman Coordinating Council’s Title VI Plan requirement.

Harry S Truman Coordinating Council will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Harry S Truman Coordinating Council service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.

5. Determine whether Harry S Truman Coordinating Council's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Harry S Truman Coordinating Council has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Harry S Truman Coordinating Council's failure to meet the needs of LEP individual.

**H. Advisory Bodies**

**Table Depicting Membership of Committees, Councils, By Race**

<b>Committee</b>	<b>Caucasian</b>	<b>Latino</b>	<b>African American</b>	<b>Asian American</b>	<b>Native American</b>	<b>Total</b>
Transportation Advisory Committee	10		1		1	100%
Executive Board	8		1		1	100%

**Description of efforts made to encourage minority participation on committees:**

- **Utilize Title VII in hiring**
- **Allow membership from all communities in the HSTCC region**



## **I. Subrecipient Assistance**

### **Sub recipient Assistance**

Harry S Truman Coordinating Council does not have any subrecipients.

## **J. Subrecipient Monitoring**

### **Subrecipient Monitoring**

Harry S Truman Coordinating Council does not have any subrecipients.

## **K. Equity Analysis of Facilities**

Harry S Truman Coordinating Council has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

## HARRY S TRUMAN COORDINATING COUNCIL TITLE VI/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 the 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 let us know.

Please mail or return this form to:

Executive Director  
Harry S Truman Coordinating Council  
407 S Pennsylvania, Suite 204  
Joplin, MO 64801

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO		
2. Accessible Format of Form Needed? ( ) YES specify: _____ ( ) NO		
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO		
5. What is your relationship to the person for whom you are filing the complaint?		
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.		
7. I believe that the discrimination I experienced was based on (check all that apply):		
( ) Race ( ) Color ( ) National Origin (classes protected by Title VI)		
( ) Disability (class protected by ADA)		
( ) Other (please specify)		

continued

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8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
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). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)
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: _____

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

Signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If you completed Questions 4, 5 and 6, your signature and date is required:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date