

Complaint Procedure – Title VI and ADA Discrimination Complaint Procedure

Community Resources for Independence prohibits illegal discrimination based on race, color, disability, gender, age, low income, nationality, or limited English proficiency, and any other class protected by public policy.

This procedure applies to all external complaints relating to any program or activity administered by CRI filed under public policy that prohibit discrimination on the basis of protected classes, including but not limited to, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987, as amended.

This complaint procedure is posted on the CRI website, www.crinet.org.

If information is needed in another language, then contact 800-530-5541. Si necesita mas informacion en otro lenguaje porfavor de llamar al 800-530-5541.

Procedure

1. Any person who believes she or he has been subject to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973, and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with CRI.
2. Verbal and non-written complaints received by CRI shall be resolved informally by CRI. If the issue is not satisfactorily resolved through informal means, or it at any time the person requests to file a formal written complaint, a written complaint can be filed by completing and submitting the agency's discrimination complaint form.
3. Written complaints may be submitted to CRI, 3410 West 12th Street, Erie PA 16505, attention Director. CRI may also be reached at 1-800-530-5541
4. CRI investigates complaints received no more than 180 days after the alleged incident. CRI will process written complaints that are complete.
5. Once the complaint is received, the Assistant Director, and/or Executive Director will review it to determine if CRI has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
6. Within 10 business days, CRI will begin to investigate the complaint. If more information is needed to resolve the case, CRI may contact the complainant. The complainant has 10 business days from 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 10 business days CRI can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
7. Reasonable accommodations under the ADA may be made upon request in the review of and the investigation into complaints under this policy.
8. Within 90 days of receipt of the written complaint, CRI will issue one of two letters 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 violation of policy and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any corrective action will occur. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so.
9. CRI tracks and categorizes complaints as ADA complaints or Title VI complaints.
10. A person may also file a complaint directly with

- Office of Equal Opportunity, Equal Employment Opportunity Commission, 1000 Liberty Avenue, Suite 1112, Pittsburgh, PA 15222, (412) 588-6905
- Bureau of Equal Opportunity, 301 5th Avenue, Suite 410 Piatt Place, Pittsburgh, PA 15222, (412) 565-7607
- Pennsylvania Department of Health, Division of Home Health, 555 Walnut Street, 7th Floor Suite 701, Harrisburg PA 17101, Phone (717) 783-1379; Fax (717) 787-3188; Complaint Hotline: (800) 254-5164
- Pennsylvania Human Relations Commission 301 5th Avenue, Suite 390, Piatt Place, Pittsburgh, PA 15222, Phone (412) 565-5395; TTY users only (412) 565-5711
- Pennsylvania Department of Transportation, Bureau of Equal Opportunity, 400 North Street 5th Floor, Harrisburg, PA 17120, (800) 468-4201, beodot@pa.gov
- Federal Transit Administration Offices of Civil Rights Attention: Title VI Program Coordinator, East Building, 5th Fl – TCR, 1200 New Jersey Ave, SE, Washington DC 20590