

**TEXAS COUNTY MEMORIAL HOSPITAL MEDIVAN
1333 S. Sam Houston Blvd. Houston, MO**

Notifying the Public of Rights under Title VI

Texas County Memorial Hospital 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.

To obtain additional information about your rights under Title VI, contact Texas County Memorial Hospital. For potential questions about Title VI compliance, please phone 417-967-3311 Ext. 4325 or mail inquiries to: Texas County Memorial Hospital Medivan, 1333 S. Sam Houston Blvd., Houston, MO., 65483.

If you believe you have been discriminated against on the basis of race, color, or national origin by Texas County Memorial Hospital, 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 complaint with Texas County Memorial Hospital:

1. To obtain a Complaint Form from Texas County Memorial Hospital, contact the hospital's Human Resources Department at 417-967-3311 Ext. 4051 during normal business hours or accessed on the website.
2. In addition to the complaint process at Texas County Memorial Hospital, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region VII, 901 Locust Street, Suite 404, Kansas City, MO 64106.
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 417-967-3311 Ext. 4051.

**Procedure for Filing a Title VI Complaint
TEXAS COUNTY MEMORIAL HOSPITAL MEDIVAN**

The complaint procedures apply to the beneficiaries of TCMH Medivan'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 Texas County Memorial Hospital 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.

The TCMH Medivan Title VI Complaint Form may be picked up at the TCMH Human Resources Office or a copy requested by mail. Please address the letter to: Human Resources Department, Texas County Memorial Hospital, 1333 S. Sam Houston Blvd., Houston, MO., 65483. You may also download the TCMH Medivan Title VI Complaint Form at <http://www.tcmh.org/services/medivan/>

Information on how to file a Title VI complaint may also be obtained by calling Human Resources at 417-967-3311 Ext. 4051.

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: Human Resources Department
Texas County Memorial Hospital
1333 S. Sam Houston Blvd.
Houston MO 65483

COMPLAINT ACCEPTANCE: Texas County Memorial Hospital will process complaints that are complete. Once a completed Title VI Complaint Form is received, Texas County Memorial Hospital will review it to determine if TCMH has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Human Resources.

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

Federal Transit Administration – Region VII
901 Locust Street Suite 404
Kansas City, MO 64106

If information is needed in another language, contact Human Resources at 1333 S. Sam Houston Blvd. Houston, MO 65483, or at 417-967-3311 Ext. 4051.