



Easterseals New Hampshire Transportation Program
Title VI Complaint and Investigation Procedures

It is the policy of Easterseals New Hampshire Transportation Program to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, The Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibit discrimination in Federally assisted programs and require that no person in the United States of America, shall on the grounds of race, color, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal assistance.

Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes in receiving Easter Seals New Hampshire Transportation services may file a written complaint to the following address:

Lisa Ludwigsen, Business Manager, Title VI Coordinator
Easterseals NH Transportation Program
180 Zachary Road
Manchester, NH 03109

Or:

Operations Manager
Easterseals NH Transportation Program
180 Zachary Road
Manchester, NH 03109

Verbal complaints are accepted and transcribed by Lisa Ludwigsen. To make a verbal complaint, call (603) 263-2046 to speak with Lisa Ludwigsen. Verbal complaints are also accepted by the Operations Manager – please call (603) 668-8603.

Complaint and Investigation Procedure

Easterseals NH Transportation Program investigates complaints received no more than 180 days after the alleged incident. Easterseals NH Transportation Program will process complaints that are complete. Once the complaint is received, Easterseals NH Transportation Program will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by the Easterseals NH Transportation Program.

Easterseals New Hampshire

555 Auburn Street • Manchester, NH 03103 • 603.623.8863 • easterseals.com/nh



Easterseals NH Transportation Program has up to thirty days to investigate the complaint. If more information is needed to resolve the case, the Easterseals NH Transportation Program may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If the Easterseals NH Transportation Program investigator is not contacted by the complainant or does not receive the additional information within thirty days, Easterseals NH Transportation Program can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued 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 Title VI violation and that the case will be closed.

A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE, Washington, DC 20590