

# Title VI Complaint Procedures

## Florence Home Transportation

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Florence Home Transportation may file a complaint by completing and submitting the agency's Title VI Complaint Form. Complaints must be submitted within 180 days following the alleged incident. Complaints received after 180 days will not be eligible for investigation.

All Title VI and related statute complaints are considered formal—there is no informal process. Complaints must be made in writing and signed by the complainant on the Complaint Form provided. If complaints are received by telephone, the information will be documented in writing and provided to the complainant for confirmation or revision and signature prior to processing. Complaints must include the complainant's name, address, and telephone number, and should specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin. Complaints can be submitted to the agency at the following contact information:

**Florence Home Healthcare Center**

Attn: Title VI Transportation Manager  
7915 N. 30th Street  
Omaha, NE 68112  
(402)-827-6000  
ljordan@shf.org

Complaints may also be filed directly with the Nebraska Department of Roads at:

**Nebraska Department of Roads**

Attn: Transit Liaison Manager  
1500 Hwy. 2  
Lincoln, NE 68502  
(402)-479-4694  
kari.ruse@nebraska.gov

Complaints can also be filed directly with the Federal Transit Administration at:

**Federal Transit Administration**

Attn: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

Title VI complaints of discrimination received by Florence Home Transportation will be directed to the Nebraska Department of Roads (NDOR) Transit Section for review. NDOR will notify the Federal Transit Administration that a complaint has been received. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated. NDOR has 30 days to investigate the complaint. If more information is needed to resolve the case, the agency may contact the complainant to request additional information. The complainant has 15 days from the date of the letter to supply requested information to the investigator assigned to the case.

After the investigator reviews the complaint, she/he 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 Title VI violation and that the case will be closed. An LOF summarizes the allegations and 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 30 days following the closure letter or LOF to do so.

*Este documento describe el Título VI Procedimiento de Florence Home Transportation. Para obtener una copia de este documento en Español, favor de visitar el sitio de web de la agencia a <http://omahaseniorcare.org/florence-home-healthcare-center>. Para asistencia adicional, favor de ponerse en contacto con la agencia o el Departamento de Carreteras de Nebraska al numero telefónico dado anteriormente. Un interprete telefónico puede ser proporcionada por NDOR para asistir personas de dominio de Inglés limitado.*