



Title VI – Civil Rights/ADA Notice to the Public

The Shepherds Center of Kernersville (TSCK) operates its programs and services without regard to race, color, national origin, and disability in accordance with Title VI of the Civil Rights Act and the Americans with Disabilities Act (ADA). Any person who believes he or she has received any unlawful discriminatory practice under Title VI or ADA may file a complaint with TSCK.

If you believe you have been discriminated against, you may file a signed, written complaint within sixty (60) days of the date of alleged discrimination with TSCK. The complaint should include the following information:

- Your name, address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why you believe you were discriminated against
- Include the location, name/s, and contact information of any witnesses.

TSCK will investigate, log and track all Title VI/ADA complaints within 10 working days of receipt of the formal complaint, TSCK staff will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). TSCK Executive Director will determine which staff person will address the complaint. The investigation will address complaints against any TSCK service(s) or program(s). The investigation may include discussion(s) of the complaint with all affected parties to determine the root cause of the problem. The investigation will be conducted and completed within 60 days of receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the assigned TSCK staff member for submittal to TSCK Executive Director. The complainant will receive a letter stating the final decision of TSCK. The complainant shall be notified of his/her right to appeal the decision to The Shepherd's Center Executive Director and/or Board of Directors.

For your convenience, a complaint form is available by request by contacting TSCK at (336) 996-6696 or may be downloaded from our website: www.shepctrkville.com

The complaint may be filed in writing with TSCK at:

The Shepherd's Center of Kernersville
Attn: Asheley Cooper, Executive Director
PO Box 2044
Kernersville, NC 27285-2044

In addition to the Title VI /ADA complaint process with TSCK, you may also file a Title VI/ADA complaint with:

Federal Transit Administration (FTA),
Region IV Office of Civil Rights
230 Peachtree, NW Suite 800
Atlanta, GA 30303

The FTA's complaint procedure is contained in the FTA Circular C4702.1B.