

TEAM Services, Inc.
Anti-Discrimination
Title VI and ADA Notice and Complaint Procedure

TEAM Services, Inc. operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964, which provides: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

TEAM Services, Inc. is also committed to adhering to all aspects of Titles 2 & 3 of the Americans with Disabilities Act of 1990 (ADA). Compliance with this act ensures that TEAM Services will not discriminate against an individual with a disability in connection with the provision of transportation services.

TEAM Services, Inc. is committed to ensuring that no person is excluded from participating in or denied the benefits of its public services on the basis of race, color or disability. If you believe you have been subjected to discrimination under Title VI or ADA or related non-discrimination laws, you may file a complaint with TEAM Services, Inc. For more information on the TEAM Services, Inc. Title VI and ADA Compliance Program, and the procedures to file a complaint, contact or visit:

Ashley Hammond
Filling the Gap - Human Resources Department
92 Fairmount Ave.
Jamestown, NY 14701
716-661-1485
FAX: 716-485-4612
ashley.hammond@fillingthegap.net

You may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, attention: Title VI Program Coordinator, FTA office of Civil Rights, East Building, Fifth Floor-TCR, 1200 New Jersey Ave., S.E. Washington, D.C., 20590. This notice will be physically posted at the TEAM Services office location, part of the Employee Handbook and available on TEAM Services, Inc. website.

TEAM Services, Inc.

**Anti-Discrimination
Title VI and ADA Complaint Procedure**

Any person who believes that he or she has been excluded from participation in, denied the benefits of, or subjected to discrimination under Title VI of the Civil Rights Act of 1964 or Titles 2 & 3 of the Americans with Disabilities Act of 1990 (ADA), relating to any program and/or activity administered by TEAM Services, Inc. based on race, color, national origin or disability with regard to any federally-financed transportation project may file an official Title VI or complaint with the Title VI and ADA Coordinator:

Ashley Hammond
Filling the Gap - Human Resource Department
92 Fairmount Avenue
Jamestown, NY 14701
716-661-1485
FAX: 716-485-4612
ashley.hammond@fillingthegap.net

Complaint Process

A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. To be accepted for investigation, the allegation must involve a covered basis such as race, color, national origin, or disability and it must involve a transit-related program or activity.

Complainant must present a detailed description of the issues, including names and job titles of individuals perceived as parties to the action complained against, the date, time-of-day, and location of the alleged incident of discrimination, and contact information of any witnesses to the alleged incident.

The complainant should complete this process by documenting the above details on the TEAM Services complaint form. The complaint form must be signed, and then mailed or returned to:

Ashley Hammond
Filling the Gap - Human Resource Department
92 Fairmount Avenue
Jamestown, NY 14701
716-661-1485
FAX: 716-485-4612
ashley.hammond@fillingthegap.net

Investigative Process

The Title VI and ADA Coordinator will notify the complainant, in writing, within ten (10) days of receipt of the complaint. The Title VI and ADA Coordinator will review each complaint, and when necessary, begin the investigative process. All complaints will be investigated promptly. The investigation should be completed within thirty (30) days. In the event that the Title VI and ADA Coordinator is also an individual perceived as a party to the action complained against, the Executive Director will appoint a neutral third-party to perform the investigation.

At a minimum, the investigation should include the following: notifying the Executive Director; providing the respondent with an opportunity to answer, in writing, the allegations of discrimination; developing an investigative plan; conducting interviews; collecting and analyzing evidence; and preparing an investigative report. The Title VI and ADA Coordinator will undertake reasonable measures to maintain confidentiality.

Upon completion of the investigation, if a Title VI or ADA violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final investigative report. The investigation process and final report should take no longer than ninety (90) days.

Appeal Process

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration Office of Civil Rights at: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor-TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590, or file a complaint online through the FTA's website www.fta.dot.gov/civilrights/civilRights_5104.html.

External Filing Process

A complainant may file a complaint directly within 180 days of the date of the alleged discrimination with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, attention: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or via their website www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.