

Quest, Inc.

Title VI Complaint Procedures and Forms

1.0 Title VI Procedures and Compliance

FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to member of the public.

1.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Quest, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Quest, Inc. investigates complaints received no more than 180 days after the alleged incident. Quest, Inc. will process complaints that are complete.

Once the complaint is received, Quest, Inc. will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Quest, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Quest, Inc. may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, Quest, Inc. 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, 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. 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 seven (7) days to do so from the time he/she receives the closure letter or the LOF.

1.2 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Quest, Inc. will submit Title VI Programs to FDOT for concurrence on an annual basis or any time a major change in the Plan occurs.

Compliance records and all Title VI related documents will be retained for a minimum of three (3) years and reported to the primary recipient annually.

1.3 Sub-recipient Assistance and Monitoring

FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.

Quest, Inc. does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, Quest, Inc. utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if Your Community Transit has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

1.4 Contractors and Subcontractors

Quest, Inc. is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Quest, Inc., contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

Nondiscrimination Clauses

During the performance of a contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time,

(hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.

2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion, or family status.
4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the *Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration* as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Quest, Inc. shall impose contract sanctions as appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. cancellation, termination or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Quest, Inc., Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.

Disadvantaged Business Enterprise (DBE) Policy

As a part of the Joint Participation Agreement (JPA) with FDOT, Quest, Inc. and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. Quest, Inc. and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of FDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate.

E-Verify

As a part of the JPA with FDOT, vendors and contractors of Quest, Inc. shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with Quest, Inc... Additionally, vendors and contractors shall expressly require any subcontractors performing work or providing services pursuant to work for Quest, Inc. shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for Quest, Inc.



Quest, Inc.

Title VI Complaint Form

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Mail Address:			
Accessible Format Requirements?	Large Print		Audio Tape
	TDD		Other
Section II:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party: _____			
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Age
<input type="checkbox"/> Disability	<input type="checkbox"/> Family or Religious Status	<input type="checkbox"/> Other (explain) _____	
Date of Alleged Discrimination (Month, Day, Year): _____			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____			
Section IV			
Have you previously filed a Title VI complaint with this agency?		Yes	No

Quest, Inc.

Title VI Complaint Form

Antes de completar este formulario, por favor lea Quest, Inc. Title VI Complaint Procedures en nuestra página informática en www.questinc.org o visite nuestra oficina. La siguiente información es necesaria y requerida para ayudar a procesar su queja. Si necesita ayuda para completar este formulario, por favor contáctenos al (407-218-4300). Las quejas deben ser recibidas dentro de 180 días de la fecha que la presunta discriminación ocurrió.

Sección I:				
Nombre:				
Dirección:				
Teléfono (Casa):			Teléfono (Trabajo):	
Correo Electrónico:				
¿Requiere formato accesible?	Letra Grande		Cinta Audio	
	TDD		Otro	
Sección II:				
¿Está presentando esta queja para usted?			Sí*	No
*Si contesto "si" a esta pregunta, siga a la Sección III.				
Si no, por favor suministre el nombre y la relación de la persona a quien usted le esta completando esta queja:				
Explique por qué esta siendo representado por otra persona: _____				
Por favor confirme que ha obtenido el permiso del reclamante de esta queja.			Si	No
Sección III:				
Creo que la discriminación que he experimentado se basaba en (marque todas las casillas que apliquen):				
[] Raza [] Color [] Origen Nacional [] Age				
[] Disability [] Family or Religious Status [] Other (explain) _____				
Fecha de la Supuesta Discriminación (Mes, Día, Año):				
Explique detalladamente lo que pasó y por qué usted cree que fue discriminado(a). Describa a todas las personas involucradas. Incluya el nombre y datos de contacto sobre la persona que discriminó (si lo conoce) así como nombres y datos de contacto de testigos. Por favor incluya cualquier otra información que podría ayudarnos en nuestra investigación de esta queja. Por favor suministre cualquier documentación relevante a esta queja. _____ _____				

Sección IV		
¿Ha presentado esta queja con cualquier otra agencia Federal, estatal, local, o con cualquier Tribunal Federal o estatal?	Si	No

Section V	
En caso afirmativo, marque todos los que se aplican:	
[] Agencia Federal _____	
[] Corte Federal _____	[] Agencia Estatal _____
[] Corte Estatal _____	[] Agencia Local _____
Sírvanse proporcionar información sobre la persona de contacto en la Agencia/corte donde se presentó la queja.	
Nombre:	
Título:	
Agencia:	
Dirección:	
Teléfono:	
Sección VI	
Nombre de la agencia la cual esta denunciando esta queja:	
Nombre:	
Título:	
Teléfono:	

Usted puede incluir cualquier material escrito u otra información que sea pertinente a su queja.
Firma y fecha requerida abajo.

Firma

Fecha

Por favor, entregue este formulario en persona a la dirección indicada abajo, o envíe por correo este formulario a:

Doris Williams, VP of Human Resources
1404 Tech Blvd
Tampa, FL 33619