



TITLE VI OF THE CIVIL RIGHTS ACT OF 1964.

The Southside Community Services Board is committed to ensuring that no client of the agency is excluded from participation in, or denied the benefits of agency transportation services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Southside Community Services' nondiscrimination and policies and procedures, or to file a complaint documenting a perceived violation of provisions under Title VI, please visit our website at www.sscsb.org or contact the Administrative Services Manager, 143 Industrial Parkway, Lake Country Business Park, Clarksville, Virginia 23927 (mailing address PO Box 1478, Clarksville, VA 23927), email sscsb@sscsb.org, phone 434-572-6916.

If you believe you have been subjected to discrimination under Title VI based upon your race, color, national origin, or any aspect of this policy, you, or your designated representative, may file a complaint for up to 180 days after the date of the alleged discrimination using the complaint form available from our website www.sscsb.org.

If you choose not use our complaint form, as a minimum your complaint should include the following information:

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

More detailed information regarding the right and process to file a complaint is outlined in Section V (*Procedures for Handling, Tracking, Resolving and Reporting Investigations/Complaints and Lawsuits*) of Southside Community Services Board's Title VI Plan and Procedures.

As previously mentioned above, you have every right to have your complaint filed by a third party (guardian, attorney...etc.) on your behalf. Please ensure that they also identify their relationship to you as part of the information provided.

The complaint may be filed in writing to the individual and address noted above. If unable to do so in writing, the initial information regarding the complaint may be provided via email or telephone, also noted above.

Please do not hesitate to contact the Administrative Services Manager, serving as the SCSB Title VI Manager, should you require further information or clarification regarding our policy.