



Clovernook Center for the Blind and Visually Impaired
Title VI
Complaint Procedure

Title VI Complaint Procedure

Persons Eligible to File

Any person, who believes she or he or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the civil rights laws, based upon race, color, national origin (including LEP), sex, age, disability, or low-income status, may file a written complaint. The complaint may be filed by the affected individual or a representative and must be in writing.

Time Limits for Filing

The affected person shall within 180 days after the alleged discriminatory action, outline in writing the facts and circumstances surrounding the complaint and contact:

- Clovernook Center for the Blind and Visually Impaired, Title VI
Coordinator: Shannon Miles, 7000 Hamilton Avenue, Cincinnati, Ohio, 45231. Smiles@clovernook.org; 513.728.6205; TTY 513.728.3940.
- The Ohio Department of Medicaid, Office of Human Resources, Employee Relations, P.O. Box 182709, Columbus, Ohio 43218-2709; Website: ODM_EEO_EmployeeRelations@medicaid.ohio.gov or Fax: 614-644-1434.
- Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue, SW, H.H.H. Building, Room 509-F, Washington, D.C. 20201; Website: <http://www.hhs.gov/ocr> or Phone: 800-368-1019.

A complaint must include the following:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct.

Informal Resolution

These procedures apply to all complaints filed under Title VI and its related statutes relating to any program or activity administered by Clovernook Center for the Blind and Visually Impaired or its sub-recipients. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies as outlined above or to seek private counsel for complaints alleging discrimination.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal resolution meeting(s) between the affected parties. During initial interviews with the complainant and the respondent, additional information may be requested regarding the relief being sought as well as settlement opportunities.