

## Title VI Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by **LIGHTHOUSE OF BROWARD** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints can also be submitted by phone, email or in person to Greg Eaton, Contract Manager, Lighthouse of Broward, 650 N. Andrews Avenue, Fort Lauderdale, FL 33311, 954-463-4217 ext 145, [vision@LHOB.org](mailto:vision@LHOB.org). **LIGHTHOUSE OF BROWARD** investigates complaints received no more than 180 days after the alleged incident. **LIGHTHOUSE OF BROWARD** will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

Once the complaint is received, **LIGHTHOUSE OF BROWARD** 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.

**LIGHTHOUSE OF BROWARD** has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, **LIGHTHOUSE OF BROWARD** 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, **LIGHTHOUSE OF BROWARD** 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.

The complaint procedures and forms will

be made available to the public on **LIGHTHOUSE OF BROWARD's** website ([www.LHOB.org](http://www.LHOB.org)). The forms are also available in other formats upon request.