

Sherwood Autism Center

Title VI Program

Date Approved by Sherwood Autism Center:



1/24/23

This TEMPLATE is provided by the Missouri Department of Transportation (MoDOT) Transit Section, as a resource for producing the triennial Title VI Program document for Federal Transit Administration recipients and subrecipients. FTA Circular 4702.1B, dated October 1, 2012, *"Title VI Requirement and Guidelines for Federal Transit Administration Recipients"* was the primary source of material for this template. Use of this template does not override each agency's responsibility to interpret the requirements as expressed in FTA Circular 4702.1B, or as amended in the future.

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A. Title VI Assurances

Sherwood Autism Center agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

Sherwood Autism Center assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Sherwood Autism Center further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Sherwood Autism Center meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Sherwood Autism Center and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Signed:



Title:

COO / Interim CEO

Date:

1.24.23

B. Agency Information

1. Mission of Sherwood Autism Center

Sherwood Autism Center educates, equips, and empowers children and adults with autism as well as other developmental disabilities to promote independence in family and community life.

2. History

Sherwood was founded in 1974, when three UMKC psychology students were working with a boy in the Olathe Psychiatric Hospital. They had been taking turns, working with him day and night for eight months. The hospital was getting ready to discharge him, yet there were no schools for him to attend. The graduates believed that there should be something better so they created Sherwood Center for the Exceptional Child. They started in a church basement with six students who had nowhere to go for services. They used a combination of their last names to create the name and drew toothpicks to see who would be the executive director.

At that time, it was the first agency to provide specialized education and support services to individuals with autism in the Kansas City area. Today, Sherwood provides high-quality services for both children and adults with autism spectrum disorder (ASD) and other developmental disabilities.

The philosophy that “there has to be something better” still drives us today. We constantly seek to find the most effective methods and resources available to support the individuals that we serve.

3. Regional Profile

Sherwood Autism Center contracts with multiple local school districts, the Missouri Department of Mental Health, Missouri Vocational Rehabilitation, and Kansas Vocational Rehabilitation. The vans are utilized when transporting students off site for community integration through activities, events, volunteerism, and supported employment.

Currently, Sherwood does not have a growth projection because we are still rebuilding staffing due to changes during COVID. At this time, we are seeing an all-time high staffing shortage which prevents us from growing our census.

4. Population served

Cass, Clay, Jackson, Johnson, Platte, and Wyandotte Counties.

5. Service area

Sherwood Autism Center does not maintain routes of transportation to and from our campus. Attachment I: Service Area Map

6. Governing body make-up (include terms of office)

Sherwood Autism Center is governed by a 15 member Board of Directors. Board terms are for four years and positions are voted on annually. Sherwood staff leadership consists of Chief Executive Officer, Chief Financial Officer, Executive Director and four directors.

C. Notice to the Public

Notifying the Public of Rights under Title VI

Sherwood Autism Center posts Title VI notices on our agency's website, in public areas of our agency, and on our buses and/or paratransit vehicles.

Sherwood Autism Center operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

For more information on the Sherwood Autism Center's Title VI Program and the procedures to file a complaint, please contact the CEO at 816-333-3344, by e-mail at CEO@sherwoodcenter.org, or visit our administrative office at 8020 Ward Parkway Plaza, Kansas City, MO 64114.

If you believe you have been discriminated against on the basis of race, color, or national origin by Sherwood Autism Center, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI/ADA complaint with Sherwood Autism Center:

1. Go to www.sherwoodcenter.org to access and complete the Title VI Complaint Form. For questions, contact the CEO at 816-333-3344 or by e-mail at CEO@sherwoodcenter.org.
2. In addition to the complaint process at Sherwood Autism Center, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated and include your contact information.

If information is needed in another language, contact Sherwood's administrative office at 816-333-3344.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Sherwood Autism Center's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Sherwood Autism Center may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, in public areas of our agency, and on Sherwood vehicles.

You may download the Sherwood Autism Center Title VI Complaint Form at www.sherwoodcenter.org or request a copy by writing to Sherwood Autism Center, 8030 Ward Parkway Plaza, Kansas City, MO 64114 . Information on how to file a Title VI complaint may also be obtained by calling the CEO at 816-333-3344.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Sherwood's CEO at CEO@sherwoodcenter.org.

COMPLAINT ACCEPTANCE: Sherwood Autism Center will process complaints that are complete. Once a completed Title VI Complaint Form is received, Sherwood Autism Center will review it to determine if Sherwood Autism Center has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Sherwood Autism Center.

INVESTIGATIONS: Sherwood Autism Center will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Sherwood Autism Center may contact the complainant. Unless a longer period is specified by Sherwood Autism Center, the complainant will have ten (10) days from the date of the letter to send requested information to the Sherwood Autism Center investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Sherwood Autism Center's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Sherwood Autism Center will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Sherwood Autism Center will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Sherwood's administrative offices at 8030 Ward Parkway Plaza, Kansas City, MO 64114 or at 816-333-3344.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Sherwood Autism Center’s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency’s Title VI Coordinator shall maintain the log.

During the reporting period, Sherwood Autism Center had zero Title VI Complaints.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

Sherwood Autism Center’s staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties? Yes
2. Do new employees receive this information via employee orientation? Yes
3. Is Title VI information provided to all employees and program applicants? Yes
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary? Yes

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves then budget to accomplish the goals.
- Advisory Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency.
- Agency Transit riders and clients
- Minority and low income populations
- Local jurisdictions and other government stakeholders
- Private businesses and organizations
- Employers
- Partner agencies

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Open houses
- b. Focus groups
- c. Surveys
- d. Social Media

3. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

Sherwood Autism Center ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Sherwood Autism Center's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, Sherwood Autism Center provides the following:

- a. Title VI non-discrimination notice on agency's website.
- b. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2018-2021 Program Public Engagement Process

Sherwood Autism Center's Public Engagement Process for the 2018-2021 Title VI program includes community surveys and information on the agency's website.

Summary of 2018-2021 Public Outreach Efforts

Sherwood Autism Center has continually focused on developing a stronger relationship with the community. Sherwood Board of Directors and leadership team members have committed to an

agency wide diversity, equity, inclusion, and belonging evaluation. This evaluation will commence in 2022 based on the staff and population served feedback from 2019-2021.

Additionally, Sherwood held public events open to the public, Keep the Glass, Plaza Art Fair, and Beat the Blues.

G. Language Assistance Plan

Sherwood Autism Center Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Sherwood Autism Center's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description: Sherwood Autism Center is a provider for MO Department of Mental Health, Missouri Vocational Rehabilitation, Kansas Vocational Rehabilitation, and the Department of Elementary and Secondary Education. Sherwood Autism Center contracts with public schools within the Kansas City Metro Area including, but not limited to, Blue Springs, Center, Grandview, Independence, Hickman Mills, Kansas City Public School District, Liberty, North Kansas City, Belton, Lee's Summit, Raytown, and Raymore-Peculiar. Sherwood Autism Center provides transportation to the students and adults for outings, field trips, volunteer sites, work training sites, and community inclusion.

Sherwood Autism Center has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Sherwood Autism Center. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Sherwood Autism Center undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the Sherwood Autism Center service area are proficient in the English language. Based on 2020 5-Year American Community Survey data, 5.16% of the population five years of age and older speak English “less than very well” – a definition of limited English proficiency.

Population 5 years and over by language spoken at home and ability to speak English	LEP Population in _____ Service Area						Total	Percentage of Population 5 Years and Older
	Jackson	Cass	Clay	Johnson	Wyandotte	Platte		
Population 5 Years and Over	645,665	98,474	230,568	559,817	152,300	96,615	1,552,871	100.00%
Speak English "less than very well"	24,921	1,053	5,837	24,496	21,699	2,188	80,194	5.16%
Spanish	38,877	2,439	6,681	28,228	33,362	2,863	112,450	7.24%
Speak English "less than very well"	15,702	776	2,359	12,447	16,209	509	48,002	3.09%
French, Haitian, or Cajun	2,963	216	547	1,169	147	155	5,197	0.33%
Speak English "less than very well"	1,017	2	149	192	10	28	1,398	0.09%
German	1,050	193	532	1,809	132	283	3,999	0.26%
Speak English "less than very well"	188	11	85	222	52	24	582	0.04%
Russian	735	97	487	1,881	341	204	3,745	0.24%
Speak English "less than very well"	229	7	102	747	137	138	1,360	0.09%
Indo-European	2,990	77	1,345	10,646	1,488	774	17,320	1.12%
Speak English "less than very well"	1,041	0	616	2,674	932	256	5,519	0.36%
Korean	785	56	158	1,340	179	81	2,599	0.17%
Speak English "less than very well"	346	15	98	580	140	75	1,254	0.08%
Chinese	1,777	0	569	4,345	273	738	7,702	0.50%
Speak English "less than very well"	847	0	330	1,873	220	377	3,647	0.23%
Vietnamese	1,933	31	1,705	2,311	172	394	6,546	0.42%
Speak English "less than very well"	1,171	0	873	1,489	153	60	3,746	0.24%
Tagalog	1,070	108	252	849	227	314	2,820	0.18%
Speak English "less than very well"	295	77	93	121	70	99	755	0.05%
Asian & Pacific Island	2,899	308	1,061	7,383	4,486	507	16,644	1.07%
Speak English "less than very well"	1,518	151	322	2,032	3,042	180	7,245	0.47%
Arabic	3,118	25	1,711	1,896	194	261	7,205	0.46%
Speak English "less than very well"	877	0	575	679	91	98	2,320	0.15%
All Other	3,866	71	1,151	5,113	928	1,162	12,291	0.79%
Speak English "less than very well"	1,627	14	235	1,440	643	344	4,303	0.28%

2. Frequency of Contact by LEP Persons with Sherwood Autism Center’s Services:

The Sherwood Autism Center staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, Sherwood Autism Center has, on average, zero requests per month for an interpreter. Sherwood Autism Center averages 2,000 phone calls per month.

LEP Staff Survey Form	
Sherwood Autism Center is studying the language assistance needs of its riders so that we can better communicate with them if needed.	
<ol style="list-style-type: none"> 1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them? NEVER 2. What languages do these passengers speak? N/A 3. What languages (other than English) do you understand or speak? N/A 4. Would you be willing to serve as a translator when needed? N/A 	

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	None
Weekly	None
Monthly	None
Less frequently than monthly	None

3. The importance of programs, activities or services provided by Sherwood Autism Center to LEP persons:

Outreach activities, summarized in Sherwood Autism Center’s Title VI Public Engagement Plan, include events such as open houses held at Sherwood schools, public events and other non-profit locations.

Outside Organization LEP Survey	
Organization: <u>Sherwood Autism Center</u>	
<ol style="list-style-type: none"> 1. What language assistance needs are encountered? None 2. What languages are spoken by persons with language assistance needs? N/A 3. What language assistance efforts are you undertaking to assist persons with language assistance needs? N/A 4. When necessary, can we use these services? N/A 	

4. The resources available to Sherwood Autism Center and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable: Based on our demographic analysis (Factor 1) Sherwood Autism Center has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated “vital documents” by language group(s).

Sherwood Autism Center will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to Sherwood Autism Center staff:

1. Information on Sherwood Autism Center Title VI Procedures and LEP responsibilities.
2. Information about a language line.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of Sherwood Autism Center’s Title VI Plan requirement.

Sherwood Autism Center will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Sherwood Autism Center service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether Sherwood Autism Center's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Sherwood Autism Center has fully complied with the goals of this LEP Plan.

7. Determine whether complaints have been received concerning Sherwood Autism Center's failure to meet the needs of LEP individual.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African American	Asian American	Total
Board Of Directors	73%	7%	20%	0%	100%
Executive Committee	75%	25%	0%	0%	100%
Finance Committee	67%	0%	33%	0%	100%
Human Resource Committee	83%	0%	17%	0%	100%
Diversity, Equity, Inclusion, and Belonging Committee	67%	11%	22%	0%	100%

Description of efforts made to encourage minority participation on committees:

- Board of Directors, Executive, Finance, and HR committees are opened up and available for Board members to participate in.
- DEIB Committee include Board members, leadership team members, and multi-disciplinary program staff.
- Information is provided to all potential participants in writing via e-mail, community boards, and meetings.
- Potential participants receive multiple opportunities to receive information to ensure everyone receives it.
- Peer nominations are solicited to recommend participants.

I. Subrecipient Assistance

OPTION A

Sherwood Autism Center does not have any subrecipients.

J. Subrecipient Monitoring

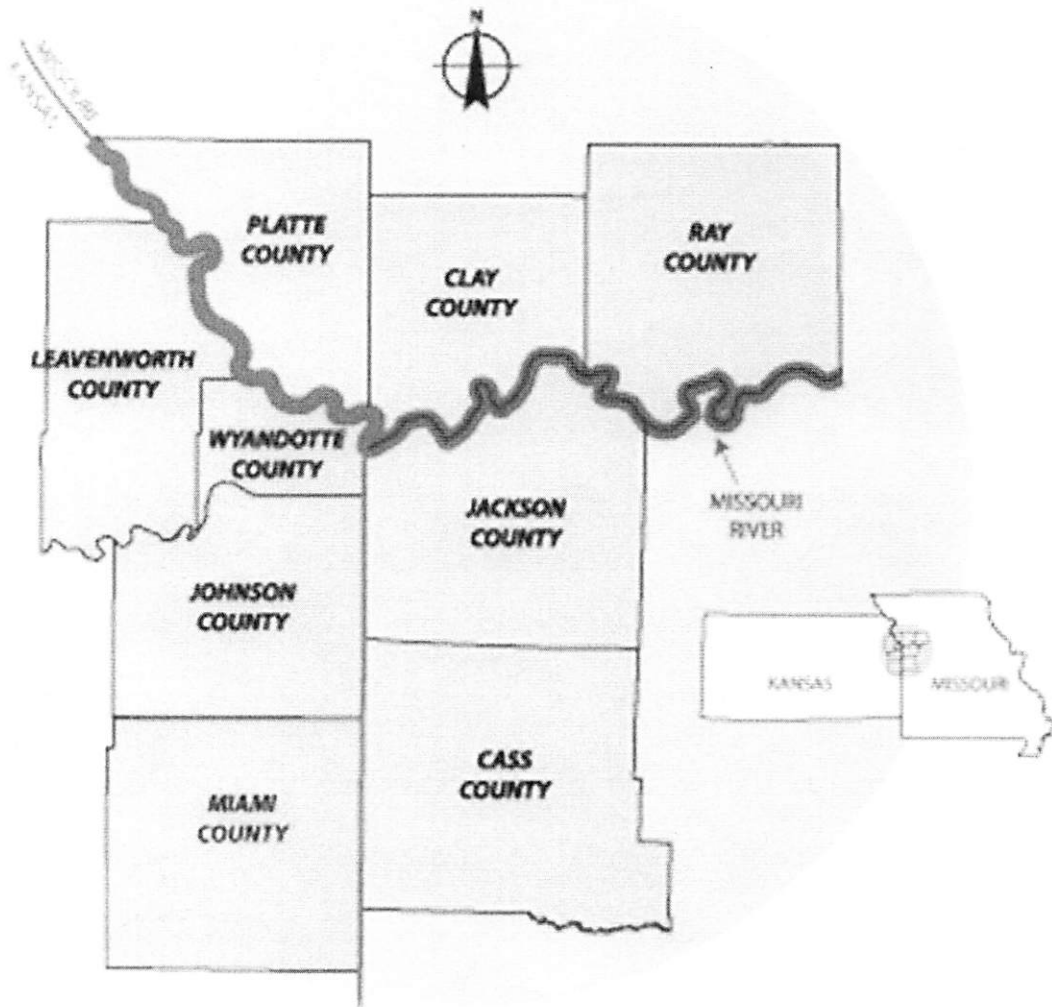
OPTION A

Sherwood Autism Center does not have any subrecipients.

K. Equity Analysis of Facilities

Sherwood Autism Center has constructed an addition to an existing building in the last three years. There were no federal funds and thus no NEPA. Sherwood Autism Center did not conduct a Title VI facility equity analysis, because it was an existing location.

Attachment 1



Attachment 2

Sherwood Autism Center TITLE VI/ADA COMPLAINT FORM

“No person in the United States shall, on the basis 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.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Kia Walsh, Interim CEO
8030 Ward Parkway Plaza
Kansas City, MO 64114
OR
CEO@sherwoodcenter.org

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: _____ () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): () Race () Color () National Origin (classes protected by Title VI) () Disability (class protected by ADA)		

() Other (please specify)

continued

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8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO		
a. () Federal Agency (List agency's name)		
b. () Federal Court (Please provide location)		
c. () State Court		
d. () State Agency (Specify Agency)		
e. () County Court (Specify Court and County)		
f. () Local Agency (Specify Agency)		
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.		
Name:	Title:	
Agency:	Telephone: () -	
Address:		
City:	State:	Zip Code:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

Signature

Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature

Date