



Title VI Complaint Procedure

Any person who believes she or he has been discriminated against based on race, color, or national origin by The Arc of Litchfield County may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Arc of Litchfield County investigates complaints received no more than 180 days after the alleged incident. We only process the complaints that are complete.

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

The Arc of Litchfield County has 60 days to investigate the complaint. If more information is needed to resolve the case, we may contact the complainant. The complainant has 5 business days from the date of the letter to send the 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 5 business days, we 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. An 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 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with:

CT DOT Title VI Coordinator:

2800 Berlin Turnpike, Newington, CT 06111

The Federal Transit Administration Federal Title VI Program Coordinator:

East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

The Arc of Litchfield County



314 Main St.
Torrington, CT. 06790

If information is needed in another language, contact 860-482-9364