

Non-Discrimination Policy

Senior Citizens United Community Services, Inc. (SEN-HAN Transit) 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, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to Senior Citizens United Community Services, Inc. (SEN-HAN Transit). To file a complaint, or for more information on Senior Citizens United Community Services, Inc. (SEN-HAN Transit) obligations under Title VI write to: 537 Nicholson Road, Audubon, NJ 08106 or visit www.scucs.org. Transportation services provided by this agency are in whole or part funded through Federal Transit Administration funds received through NJ TRANSIT and as an individual you also have the right to file your complaint under Title VI to SCUCS or the Federal Transit Administration by writing to:

Senior Citizens United Community Services, Inc.
537 W. Nicholson Road
Audubon, NJ 08106
or
Title VI Program Coordinator
East Building, 5th Floor - TCR
U.S. Department of Transportation
Federal Transit Administration, Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590

If information is needed in another language, contact (856) 456-3344. Copies of this of policy can be found on our website (www.scucs.org) or by contacting us at the number above.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Senior Citizens United Community Services, Inc. (SEN-HAN Transit) (hereinafter referred to as SCUCS) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Senior Citizens United Community Services, Inc. (SEN-HAN Transit) investigates complaints received no more than 180 days after the alleged incident. SCUCS will process complaints that are complete.

Once the complaint is received, SCUCS 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.

SCUCS has 20 days to investigate the complaint. If more information is needed to resolve the case, SCUCS may contact the complainant. The complainant has five 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 five business days, SCUCS can administratively close the case. A case can be administratively closed also 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 14 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.