

## Title VI Complaint Procedure

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

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

CMB Visions Unlimited, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, CMB Visions Unlimited, Inc. 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, CMB Visions Unlimited, Inc. 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 procedure will be made available to the public on CMB Visions Unlimited, Inc. website ([www.cmbvisions.org](http://www.cmbvisions.org)). In addition, complaint can be submitted in writing to the follow below:

CMB Visions Unlimited, Inc. CEO  
Chandra McClain Burgess  
16201 SW 95th Ave. Suite 112  
Miami, FL 33157  
786-650-2930

For transportation related Title VI matters, a person may also file a complaint directly with the Florida Department of Transportation, 1 Equal Opportunity Office (EEO), located at 605 Suwannee Street, M.S. 65 Tallahassee, Florida 32399 or at [www.fdot.gov/equalopportunity/titlevi](http://www.fdot.gov/equalopportunity/titlevi)