

How to File a Complaint:

Tennessee Community Services Agency is responsible for investigating complaints of discrimination on the basis of race, color, or national origin in the use of its funds. If you believe that you or others protected by Title VI have been discriminated against, you may file a complaint with TNCSA for the program where you believe the discrimination is occurring.

If you feel that you have received disparate treatment, you are encouraged to file a complaint with TNCSA. To file such complaint, you should do the following:

- You must file a written complaint within 180 days to the date of the alleged discrimination. You are encouraged to file your complaint as soon as possible in order to allow sufficient time to file an appeal with an external agency if you are not satisfied with the results of the TNCSA investigation.
- Include your name, address, and telephone number.
- The complaint should contain the name and address of the agency, institution, or department you believe discriminated against you.

- Include how, why, and when you believe you were discriminated against. (Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information).
- Please sign your complaint.

Submit Complaint to:

Title VI representative:

Mitzi Bruner, Director of Human Resources
P.O. Box 368
Union City, TN 38281
(731) 884-2640
Fax: (731) 884-2644
mitzi.bruner@tncsa.com
complaints@tncsa.com

Complaints regarding DIDD services can also be made with:

Brenda Clark
DIDD Title VI Compliance Director
500 Deaderick Street North
Andrew Jackson Building, 15th Floor
Nashville, TN 37243
(615) 253-6811 or 1-800-535-9725

A Title VI complaint may also be filed externally with:

TN Human Rights Commission
William Snodgrass Tower
312 Rosa L. Parks Blvd. 23rd Floor
Nashville, TN 37243
(615) 741-5825
(800) 251-3589



Title VI of the Civil Rights Act of 1964



TN Community Services Agency
P.O. Box 368
2115 W. Main Street
Union City, TN 38281
(731) 884-2640 - Fax: (731) 884-2644

www.tnksa.com



What is Title VI of the Civil Rights Act of 1964?

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

Title VI of the Civil Rights Act of 1964 is the Federal law that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance.

What Programs are Covered by Title VI?

Approximately 30 Federal agencies provide Federal financial assistance in the form of funds, training, and technical and other assistance to State and local governments and non-profit and private organizations. These recipients of Federal assistance, in turn, operate programs and deliver benefits and services to individuals (known as beneficiaries) to achieve the goals of the Federal legislation that authorized the programs. All programs, benefits, grants and services provided by TNCSA and TNCSA contractors are bound by this Federal law.

What Practices are Prohibited by Title VI?

There are many forms of illegal discrimination based on race, color, or national origin that can limit the opportunity of minorities to gain equal access to services and programs. Among other things a recipient cannot, on the basis of race, color, or national origin, either directly or through contractual means:

- Deny or delay program services, aids, or benefits;
- Provide a different service, aid or benefit, or provide them in a manner different than they are provided to others; or
- Segregate or separately treat individuals in any matter related to the receipt of any services, aid or benefit;
- Exclude individuals with Limited English Proficiency (LEP) from programs and/or receipt of pertinent information because of language barriers based upon national origin.



Title VI & Limited English Proficiency (LEP)

The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide.

Who is a Limited English Proficient Person?

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English may be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter. TNCSA is committed to providing trained and competent interpreters at each stage of representation where oral communication is needed at no charge to the client.

Who Must Comply and Who Can be Found in Violation?

All programs and operations of entities that receive assistance from the federal government must comply with Title VI regulations. TNCSA and all agencies, organizations, or governmental entities operating under its jurisdiction are required to make reasonable steps to ensure meaningful access to their programs and activities by LEP persons.