



CARDINAL HAYES HOME FOR CHILDREN

# TITLE VI NONDISCRIMINATION COMPLAINT PROCESS

Cardinal Hayes Home for Children (CHHC) does not discriminate on the basis of race, color, or national origin in its programs, services, or activities.

If you believe you have been treated unfairly or discriminated against, you have the right to file a **Title VI complaint**.

## HOW TO FILE A COMPLAINT

- Completing a **Title VI Complaint Form**, or
- Submitting a written complaint with the details of what happened

You do **not** have to use the official complaint form in order to file a complaint. If you need help filing a complaint, CHHC can provide reasonable accommodations, including taking your complaint verbally if needed.

## WHERE TO SEND A COMPLAINT

**Cardinal Hayes Home for Children**  
**Title VI Coordinator**  
60 St. Joseph Drive  
P.O. Box CH  
Millbrook, NY 12545

**Phone:** (845) 677-6363

**Website:** [www.cardinalhayeshome.org](http://www.cardinalhayeshome.org)

## IMPORTANT TIMEFRAMES

- Complaints should be filed within **180 days** of the incident
- CHHC will acknowledge receipt of your complaint within **10 days**
- CHHC will make reasonable efforts to complete the investigation within **45 days**
- If more information is needed, you will have **15 days** to provide it
- If you disagree with the decision, you may appeal within **21 days**

## OTHER FILING OPTIONS

### **New York State Department of Transportation**

Office of Diversity and Opportunity  
50 Wolf Road, 6th Floor  
Albany, NY 12232  
Phone: (518) 457-1129  
Email: [OCR-TitleVI@dot.ny.gov](mailto:OCR-TitleVI@dot.ny.gov)

### **Federal Transit Administration**

Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

## LANGUAGE ASSISTANCE

If you need information in another language, please contact:

**Cardinal Hayes Home for Children**  
**(845) 677-6363**

**Si se necesita información en otro idioma, por favor comuníquese al (845) 677-6363.**