Equal Employment Opportunity and Title VI Notice to the Public

Capital City Area Council for Special Services dba Special Learning Center (SLC)
2211 Stone Hill Road
Jefferson City, MO 65101
(573) 634-3070
www.speciallearningcenter.com

Notice of Nondiscrimination

Special Learning Center (SLC) operates its programs, services, employment practices, and transportation activities without regard to race, color, national origin, sex, age, disability, religion, genetic information, veteran status, or any other status protected by applicable federal, state, or local law. SLC is committed to providing equal opportunity and nondiscriminatory access to its programs, services, activities, transportation services, employment opportunities, and facilities.

In accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities applicable to federally assisted transportation programs, no person shall, on the basis of race, color, or national origin, be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any SLC program, service, or activity. SLC also provides reasonable accommodations and meaningful access for individuals with disabilities and individuals with limited English proficiency, as required by law.

Your Rights

Members of the public, applicants, participants, clients, families, employees, volunteers, contractors, and other individuals have the right to access and participate in SLC programs, services, activities, transportation, and employment opportunities in a nondiscriminatory manner. Individuals also have the right to request reasonable accommodations, auxiliary aids and services, language assistance, or other support needed to ensure effective communication and meaningful access.

Requesting Assistance or Accommodations

Individuals needing a reasonable accommodation, auxiliary aid or service, language assistance, or other accessibility assistance should contact:

Stephanie Johnson, Chief Executive Officer
Special Learning Center
2211 Stone Hill Road
Jefferson City, MO 65101

Phone: (573) 634-3070
Email: sjohnson@speciallearningcenter.com

SLC requests advance notice whenever possible so arrangements can be made. However, requests will be considered at any time.

Filing a Complaint

Any person who believes they have been subjected to discrimination by Special Learning Center may file a complaint. Complaints may include, but are not limited to, concerns involving discrimination, denial of equal access, denial of reasonable accommodation, harassment, retaliation, or unequal treatment in programs, services, transportation activities, employment practices, or access to facilities.

Title VI complaints involving race, color, or national origin should be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible. Complaint forms and complaint procedures are available by contacting SLC at the address, phone number, or email listed above.

Alternative Filing Options

Individuals may also file Title VI complaints directly with the Missouri Department of Transportation or an applicable federal agency. For more information about MoDOT's Title VI program, complaint procedures, and language assistance, contact the MoDOT Office of Business Development and Compliance, Attn: Title VI Coordinator, P.O. Box 270, Jefferson City, MO 65102; phone (573) 526-2978; email TitleVI@modot.mo.gov; or visit www.modot.org/title-vi.

Complaints related to federally assisted transportation programs may also be filed with the Federal Transit Administration, Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Information in Other Languages

If information is needed in another language, please contact Special Learning Center at (573) 634-3070 for assistance.

Title VI & EEO Complaint Procedure

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

How do you file a complaint?

To request a complaint form, contact Stephanie Johnson, CEO at sjohnson@speciallearningcetner.com or call 573-634-3070.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident.

Please submit your complaint form to address listed below:

Stephanie Johnson, Chief Executive Officer
Special Learning Center
2211 Stone Hill Rd Jefferson City MO 65101

How will your complaint be handled?

Special Learning Center investigates complaints received no more than 180 days after the alleged incident. Special Learning Center will process complaints that are complete. Once a completed complaint is received, Special Learning Center will review it.

Special Learning Center will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, Special Learning Center may contact you. Unless a longer period is specified by Special Learning Center, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, Special Learning Center may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Special Learning Center will send you a letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If you disagree with Special Learning Center determination, you may request reconsideration by submitting a request in writing to Special Learning Center Chief Executive Officer within seven (7) days after the date of Special Learning Center letter, stating with specificity the basis for the reconsideration. The Chief Executive Officer will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Special Learning Center Board of Directors will issue a determination letter to the complainant upon completion of the reconsideration review.

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