**TANGRAM, INC.  
TITLE VI PROGRAM**

Tangram, Inc., as a sub-recipient of federal funds, maintains this Title VI Program in compliance with applicable federal and state requirements.

# Tangram's Title VI Notice to the Public

Tangram is committed to ensuring that its transportation services are provided without regard to race, color, and national origin. To this end, Tangram is committed to providing the best possible services for its consumers, families, guardians and other stakeholders. Any consumer, family, guardian or other stakeholder has the right to state their concerns, problems and/or complaints and have the issue addressed in a timely manner without the threat of retaliation or barriers to services.

Individuals can file a complaint about any aspect of care, staffing, rights, safety, treatment and other matters governed by law. Individuals may also file a Title VI complaint regarding any alleged or suspected discrimination in the provision of services by Tangram, including residential services, employment services, and/or transportation services.

If you would like to state any concerns, problems and/or complaints, please print off and complete the Tangram Complaint Form located on our website. Tangram's Director of Quality Improvement holds the responsibility of investigating all complaints no more than 180 days after the incident.

Once the form is complete, you may return the form to Tangram, to the attention of the Director of Quality Improvement, through one of the following methods below:

# Mail

* 5155 Pennwood Drive, Indianapolis, IN 46205

# Fax

* (317) 968-9019

# Email

* TangramQuality@thetangramway.org

# Telephone

* (317) 968-9019

After the Director of Quality Improvement 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.

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.