

**Gambrill Gardens LLC**  
**Title VI Program**

March 3, 2017

Approved by

Devon Sullivan  
Executive Director  
Gambrill Gardens, LLC:

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### **For Fixed Route Transit Providers**

10/30/13

### **A. Title VI Assurances**

Gambrill Gardens, LLC agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with U.S. DOT regulations, “Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act,” 49 CFR part 21.

Gambrill Gardens, LLC assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Gambrill Gardens, LLC further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Gambrill Gardens, LLC meets the objectives of the Federal Transit Administration (FTA) Master Agreement which governs all entities applying for FTA funding, including Gambrill Gardens, LLC and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

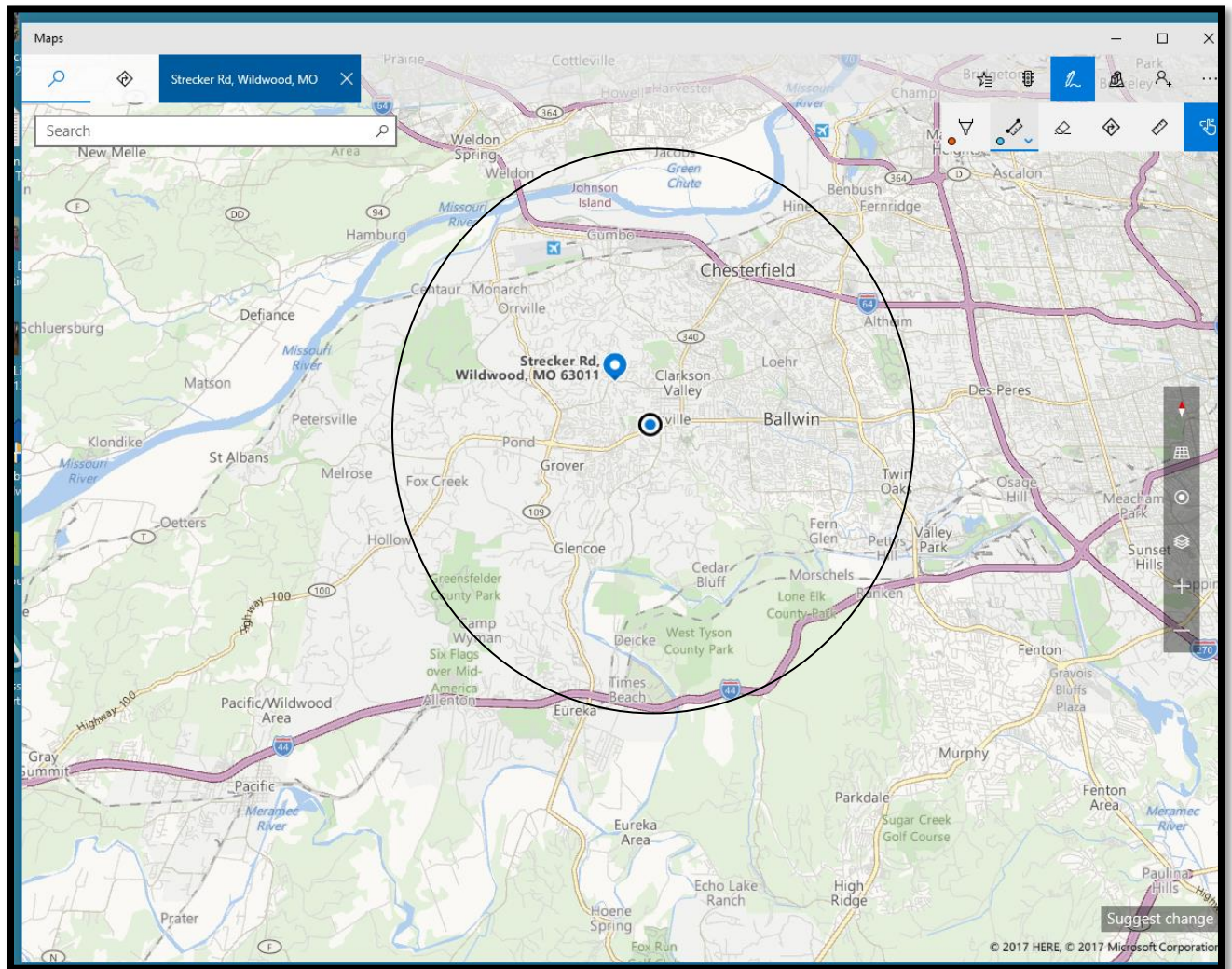
## **B. Agency Information**

- 1. Mission of Gambrill Gardens, LLC-** Gambrill Gardens, LLC seeks to provide all its residents with quality low income housing that focuses on health and wellness through an emphasis on fun and activity, and by encouraging our residents to be pro-active and engaged in their own quality of life.
- 2. History-** Gambrill Gardens was the dream of Mrs. Merrydelle Gambrill May and the Missouri Conference of The United Methodist Church. Providing a Christian based senior living community focusing on Christian Values was their original mission. The first building was completed in 1978 and the community has been expanded multiple times since its inception. Currently Gambrill Gardens, LLC, has 185 apartments subsidized by the Department of Housing and Urban Development, 91 market rate rental apartments, and 21 market rate assisted living apartments.
- 3. Regional Profile (regional population; growth projection)-** According to the Missouri Economic Research and Information Center a division of the Missouri Department of Economic Development: Missouri's population is expected to approach 6.8 Million people in 2030, a growth of roughly 1.2 million people from the year 2000, which will represent a 21% increase in the state's population. Missouri's rank among the nation's most populous states has been on the decline since the turn of the century, when Missouri ranked fifth in the nation. Missouri's standing fell two positions during the decade of the 1990s dropping from the fifteenth spot in 1990 to seventeenth by 2000. Missouri's projected growth rate of approximately 6% per decade is slower than the nation's projected rate of 10% per decade. By 2030, persons over age 65 will represent more than one-fifth of all Missourians. Senior citizens are expected to increase 87% between 2000 and 2030 when there are projected to be 1.4 million seniors. The number of children under the age of 18 in Missouri is expected to increase but not as rapidly as persons 18 and over. Between 2000 and 2030, Missouri children are expected to increase by roughly 7% while the 18 and over population will increase by nearly 25%. Natural change (births minus deaths) will continue to add the largest number of people to Missouri's population. Natural change is expected to add an average of 244,000 Missourians per decade. Moreover, net migration (those migrating in compared to those migrating out) is expected to further increase Missouri's population by 139,000 persons every ten years, however St. Louis County in which Gambrill Gardens, LLC resides is expected to drop in population by 5%-15% based on current moving trends of Missouri residents moving to St Charles County.

Area	Population 2015	Income 2015		Taxable Sales Total Revenue 2015
		Total Personal Income	Per Capita Income	
Franklin County	102,426	\$3,965,360,000	\$38,714	\$1,100,275,458
Jefferson County	224,124	\$8,458,472,000	\$37,740	\$2,042,862,562
St. Charles County	385,590	\$18,154,457,000	\$47,082	\$5,449,292,734
St. Louis City	315,685	\$13,142,730,000	\$41,632	\$4,683,668,511
St. Louis County	1,003,362	\$62,403,307,000	\$62,194	\$16,844,027,084
St. Louis Region Summary	2,031,187	\$106,124,326,000	\$52,247	\$30,120,126,349

- 4. Population served** – Gambrill Gardens LLC just serves the residents who reside at Gambrill Gardens.

5. **Service area (include map, with any routes utilized)-** On a daily basis the Gambrill Gardens LLC bus services a 10-mile radius with Gambrill Gardens LLC being the center point. Upon occasion Gambrill Gardens LLC may take an excursion trip but does not go past 75 miles one way.



6. **Governing body make-up-** Gambrill Gardens, LLC is a two-member limited liability company and a single asset entity devoted solely to the ownership of Gambrill Gardens Apartments. The community is managed by Silver Tree Residential, LLC, an exclusively affordable housing management agent group based in Memphis, TN. The daily operations of Gambrill Gardens is administrated by Devon Sullivan, who has been its Executive Director since 2016, he reports to an Area Vice President, who reports to Keith Acton, the President of Silver Tree Residential.

### **C. Notice to the Public**

#### **Notifying the Public of Rights under Title VI**

Gambrill Gardens LLC posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Gambrill Gardens LLC operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

For more information on Gambrill Gardens' Title VI program, and the procedures to file a complaint, contact Devon Sullivan Executive Director for Gambrill Gardens at 636-304-2992; [dsullivan@gambrillgardens.com](mailto:dsullivan@gambrillgardens.com); or visit our administrative office at 1 Strecker Road, Ellisville, Missouri, 63011. For more information visit [www.gambrillgardens.com](http://www.gambrillgardens.com).

If you believe you have been discriminated against on the basis of race, color, or national origin by Gambrill Gardens LLC, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

## **D. Procedure for Filing a Title VI Complaint**

### **Filing a Title VI Complaint**

The complaint procedures apply to the beneficiaries of Gambrill Gardens' programs, activities, and services.

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by Gambrill Garden, LLC may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

**HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Gambrill Gardens, LLC Title VI Complaint Form at [www.gambrillgardens.com](http://www.gambrillgardens.com), or request a copy by writing to Title VI Complaint Department Attention Devon Sullivan, 1 Strecker Road, Ellisville, Missouri 63011. Information on how to file a Title VI complaint may also be obtained by calling Devon Sullivan at 636-394-2992.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Devon Sullivan, Executive Director: Gambrill Gardens, LLC, 1 Strecker Road, Ellisville, Missouri 63011.

**COMPLAINT ACCEPTANCE:** Gambrill Gardens, LLC will process complaints that are complete. Once a completed Title VI Complaint Form is received, Gambrill Gardens, LLC will review it to determine if Gambrill Gardens, LLC has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by Gambrill Gardens, LLC.

**INVESTIGATIONS:** Gambrill Gardens, LLC will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Gambrill Gardens, LLC may contact the complainant. Unless a longer period is specified by Gambrill Gardens, LLC, the complainant will have ten (10) days from the date of the letter to send requested information to the Gambrill Gardens, LLC investigator assigned to the case.



If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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 Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Gambrill Gardens, LLC determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Gambrill Gardens, LLC will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Gambrill Gardens, LLC will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Devon Sullivan at 1 Strecker Road, Ellisville, Missouri 63011, or at 636-394-2992.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits  
and Documenting Evidence of Agency Staff Title VI Training**

See sample  
Title VI  
Self-Survey Form  
**ATTACHMENT 3**

**Documenting Title VI Complaints/Investigations**

All Title VI complaints will be entered and tracked in Gambrill Gardens, LLC complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

**Gambrill Gardens, LLC Title VI Complaint Log**

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

**Documenting Evidence of Agency Staff Title VI Training**

Gambrill Gardens, LLC's staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

## **F. Public Engagement Plan**

### **Goal**

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

#### **Objectives**

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

### **Identification of Stakeholders**

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Agency Transit riders and clients
- Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders
- Employers
- Partner agencies

### **Elements of the Public Engagement Plan**

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

### **1. Public Notice**

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

### **2. Public Engagement Process/Outreach Efforts:**

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

### **3. Public Comment**

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
  - i. Dedicated email address.- [info@gambrillgardens.com](mailto:info@gambrillgardens.com)
  - ii. Website.- [www.gambrillgardens.com](http://www.gambrillgardens.com)
  - iii. Regular mail.-1 Strecker Road, Ellisville, Missouri 63011
  - iv. Phone calls to Customer Service Center 636-394-2992

### **4. Response to Public Input**

All public comments are provided to Executive Director prior to decision making. A publicly available summary report is compiled, including all individual comments.

## **Title VI Outreach Best Practices**

Gambrill Gardens, LLC ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Gambrill Gardens, LLC's Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, Gambrill Gardens, LLC provides the following:

- a. Title VI non-discrimination notice on agency's website.

- b. Agency communication materials in languages other than English).
- c. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

### **2013 – 2016 Title VI Program Public Engagement Process**

Gambrill Gardens, LLC will conduct a Public Engagement Process for the 2013-2016 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Gambrill Gardens, LLC will provide briefings to the Executive Director.

Gambrill Gardens LLC will conduct a 30 day public comment period to provide opportunities for feedback on the 2013-2016 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person

### **Summary of 2010-2012 Public Outreach Efforts**

<b><i>Not Applicable</i> as Gambrill Gardens, LL purchased property in 2016</b>

## F. Language Assistance Plan

### Gambrill Gardens, LLC Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Gambrill Gardens, LLC's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description: Residents of 1 Strecker Road, Ellisville, Missouri 63011

Gambrill Gardens, LLC has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Gambrill Gardens, LLC. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Gambrill Gardens LLC undertook the **four-factor LEP analysis** which considers the following factors:

#### Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area:

A significant majority of people in the Gambrill Gardens, LLC service area are proficient in the English language. Based on 2010 Census data, less than 1% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency

LEP Population in Gambrill Gardens LLC Service Area					
Population 5 years and over by language spoken at home and ability to speak English	Service Area Sector Gambrill Gardens LLC	Service Area Sector NA	Service Area Sector NA	Service Area Total	Percentage of Population 5 Years and Older
<b>Population 5 Years and Over</b>	279	NA	NA	279	100%
Speak English "less than very well"	1	NA	NA	1	Less than 1%
<b>Spanish</b>	0	NA	NA	0	0%
Speak English "less than very well"	0	NA	NA	0	0%
<b>Other Indo-European</b>	1	NA	NA	1	Less than 1%
Speak English "less than very well"	1	NA	NA	1	Less than 1%
<b>Asian and Pacific Island</b>	6	NA	NA	6	Less than 5%
Speak English "less than very well"	0	NA	NA	0	0%
<b>All Other</b>	0	NA	NA	0	0%
Speak English "less than very well"	0	NA	NA	0	0%

## 2. Frequency of Contact by LEP Persons with Gambrill Gardens LLC's Services:

The Gambrill Gardens LLC staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, February 28, 2017 Gambrill Gardens LLC has, on average, 0 requests per month for an interpreter.

### LEP Staff Survey Form

Gambrill Gardens LLC is studying the language assistance needs of its riders so that we can better communicate with them if needed.

- How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?  
DAILY   WEEKLY   MONTHLY   LESS THAN MONTHLY
- What languages do these passengers speak?
- What languages (other than English) do you understand or speak?
- Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	

3. The importance of programs, activities or services provided by Gambrill Gardens, LLC to LEP persons:

Outreach activities, summarized in Gambrill Gardens, LLC's Title VI Public Engagement Plan, include events such as public meetings, and include specific outreach to LEP persons to gain under-standing of the needs of the LEP population, and the manner (if at all) needs are addressed.

<p style="text-align: center;">Outside Organization LEP Survey</p> <p>Organization: Gambrill Gardens LLC</p> <ol style="list-style-type: none"> <li>1. What language assistance needs are encountered?</li> <li>2. What languages are spoken by persons with language assistance needs?</li> <li>3. What language assistance efforts are you undertaking to assist persons with language assistance needs?</li> <li>4. When necessary, can we use these services?</li> </ol>
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5. The resources available to Gambrill Gardens, LLC and overall cost to provide LEP assistance:

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

*As applicable:* Based on our demographic analysis (Factor 1) Gambrill Gardens LLC has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated "vital documents" by language group(s).

Gambrill Gardens LLC will provide assistance and direction to LEP persons who request assistance.



### **Staff LEP Training**

The following training will be provided to Gambrill Gardens, LLC staff:

1. Information on Gambrill Gardens, LLC Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

### **Monitoring and Updating the LEP Plan**

The LEP Plan is a component of Gambrill Gardens, LLC's Title VI Plan requirement.

Gambrill Gardens, LLC will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Gambrill Gardens, LLC service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether Gambrill Gardens, LLC's financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Gambrill Gardens, LLC has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Gambrill Gardens, LLC's failure to meet the needs of LEP individual.

### **I. Sub recipient Assistance**

#### **Sub recipient Assistance**

Gambrill Gardens, LLC does not have any sub recipients.

### **J. Sub recipient Monitoring**

#### **Sub recipient Monitoring**

Gambrill Gardens, LLC does not have any sub recipients.

### **K. Equity Analysis of Facilities**

Gambrill Gardens, LLC has not constructed any storage facilities, maintenance operations centers in the last three years.

## Attachment 2

### Gambrill Gardends LLC TITLE VI COMPLAINT FORM

"No person in the United States shall, on the basis 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."

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.

Please mail or return this form to:

Devon Sullivan  
Executive Director  
Gambrill Gardens LLC  
1 Strecker Road, Ellisville, Missouri 63011  
dsullivan@gambrillgardens.com

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO		
2. Accessible Format of Form Needed? ( ) YES specify: _____ ( ) NO		
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) YES, I have permission. ( ) NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): ( ) Race ( ) Color ( ) National Origin (classes protected by Title VI) ( ) Other (please specify)		

continued

TITLE VI COMPLAINT FORM – PAGE 2

8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. What type of corrective action would you like to see taken?
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: (    )    -
Address: _____
City: _____ State: _____ Zip Code: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

_____	_____
Signature	Date

If you completed Questions 4, 5 and 6, your signature and date is required:

_____	_____
Signature	Date

