



Presa Community Center Title VI Notice to the Public

Presa Transportation is committed to ensuring that no person is excluded from participation in or denied the benefits of or subject to discrimination in the receipt of its services or programs on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Title VI provides that no individual shall solely by reason of his 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.

The President/CEO of Presa Community Center Transportation has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the regulation of the U.S. Department of Health and Human Services, 45 CFR Part 84, implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794) and Title VI of Civil Rights Act of 1964.

Any person who believes that he or she has been subjected to unlawful discrimination under Title VI may file a complaint with Presa Community Center within 180 days from the date of the alleged discrimination.

Complaints can be submitted to Gilbert Rodriguez, Mobility Manager by phone or by mail. Both phone number and address are listed below.

Gilbert Rodriguez, Mobility Manager

3721 S Presa

San Antonio, TX 78210

210-532-5295

He has been designated to coordinate the efforts of Presa Community Center Transportation to comply with regulations.

If information is needed in another language it can be provided upon request at no additional cost. Si necesita la informacion en otro idioma, por favor comuniquese con el Director de Servicios Sociales.



3721 S. Presa Street | San Antonio, TX 78210
Office: (210) 532-5295 | Fax: (210) 532-4996





Complaint Process

- 1- To file a complaint, individual can request by phone or in writing a Discrimination Complaint form from Gilbert Rodriguez, Mobility Manager.
3721 S Presa
San Antonio, TX 78210
210-532-5295
The Complaint Form is also available on our website at www.presa.org. A grievance should be in writing on the Discrimination Complaint Form, and it must contain the name and address of the person filing it, as well as briefly describing the action alleged to be prohibited by the regulation.
- 2- A complaint should be filed in the office of the Administrator immediately after the person filing the grievance became aware of the action alleged to be prohibited by regulations.
- 3- The Administrator of Presa Community Center Transportation or his designee shall conduct such investigation of a grievance as may be appropriate to determine its validity. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives if any, an opportunity to submit evidence relevant to a grievance.
- 4- The Administrator of Presa Community Center Transportation or his designee shall issue a written investigation determining the validity of the grievance no later than thirty (30) days after its filing.
- 5- The Administrator shall maintain the files and records of Presa Community Center Transportation relating to grievances filed hereunder. The administrator or his designee may assist persons with the preparation and filing of grievances, participate in the investigation of grievances and advise the Administrator of Presa Community Center Transportation concerning their resolution.
- 6- The right of a person to prompt and equitable resolution of the grievance filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504 or Title VI grievance with the Office for Civil Rights of the U.S. Department of Health and Human Services. Utilization of this grievance procedure is not a pre-requisite to the pursuit of other remedies.
- 7- Determinations made under these procedures shall be liberally constructed to protect the substantial rights of interested persons, to meet appropriate due process standards and to assure Presa Community Center Transportation compliance with Section 504 and Title VI in its implementation of regulations.
- 8- If individual filing the complaint is not satisfied with the outcome, they may appeal the outcome to the President/CEO of Presa Community Center.

Stephanie Smith

President/CEO

List of Counties Served: Bexar



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