



How to file a Title VI or ADA complaint

- 1 A complaint submitted in writing must include the person's name and contact information, the date of the incidence, description and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, fax or hand delivered.
- 2 A complaint may be taken verbally and must include the person's name and contact information, the date of the incidence, description and the identity of the person, department or service that caused the complaint.
- 3 Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between HBFAAA and the person filing the complaint.
4. All complaints shall be addressed to HBFAAA Executive Director.
5. Complaints must be received within 180 days of any alleged discrimination.