



Emmaus

## Title VI/ADA COMPLAINT FORM

Emmaus' Accessibility of Services Policy outlines the procedure for removing barriers to accessibility. This Policy can be found on Emmaus Connection or by requesting it through your Client Services Manager. If your complaint or concern is about the removal of barriers to accessibility, please refer to this policy and escalate your concerns to the Client Services Manager or Associate Client Services Director. Your rights and opportunity to file a grievance are also located in the [Emmaus Client Handbook](#)

If you feel that you have been discriminated against in the provision of Emmaus' 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 notify the Corporate Compliance Officer at 3731 Mueller Road, St. Charles, Missouri 63301; at 636-534-5215 or via email at [corporatecompliance@emmaushomes.org](mailto:corporatecompliance@emmaushomes.org).

Please mail or return this form to:

Corporate Compliance Officer  
Emmaus Homes, Inc.  
3731 Mueller Road  
St. Charles, MO 63301

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)

<input type="checkbox"/> Disability (class protected by ADA) <input type="checkbox"/> Other (please specify)		
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? <input type="checkbox"/> YES If yes, check all that apply. <input type="checkbox"/> NO		
a. <input type="checkbox"/> Federal Agency (List agency's name)		
b. <input type="checkbox"/> Federal Court (Please provide location)		
c. <input type="checkbox"/> State Court		
d. <input type="checkbox"/> State Agency (Specify Agency)		
e. <input type="checkbox"/> County Court (Specify Court and County)		
14. <input type="checkbox"/> Local Agency (Specify Agency)		
15. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.		
16. Name:	Title:	
17. Agency:	Telephone: ( ) -	
18. Address:		
19. 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 \_\_\_\_\_