

Title IV and ADA Complaint Procedures

- 1) The HopeWest Compliance Officer will receive all grievances/complaints and will ensure a thorough investigation.
 - a. If the complaint was received via email or mail, a reply will be sent on day of receipt to let the submitter know it was received.
- 2) The timeframe for investigation will be no later than 30 days upon the receipt of the complaint. (This may be extended if the complaint involves someone who is not available for interview or when extensive interviews/research are needed.)
- 3) Results of the investigation will be reviewed with senior leadership, including the President/CEO of HopeWest.
- 4) The submitter will receive the results of the investigation within 60 days of receipt of the complaint.
- 5) All grievances/complaints will be recorded on an internal log. The log will be maintained for three years.
- 6) The public notices and grievance/complaint log related to Title VI will be reviewed annually.