



R&R Visual, Inc.
1828 W Olson Road
Rochester, IN 46975
www.seepipe.com

TITLE VI COMPLAINT POLICY

Any person who believes that he or she as a member of a protected class, has been discriminated against based on race, color, national origin, sex, sexual orientation, gender identity, age, disability, religion, income level, or limited English proficiency in violation of Title VI of the Civil Rights Act of 1964, as amended and its related statutes, regulations and directives, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, as amended, the Civil Rights Restoration Act of 1987, as amended, and any other Federal nondiscrimination statute may submit a complaint. A complaint may also be submitted by a representative on behalf of such a person. Any individual alleging such harassment or intimidation may submit a written complaint to R&R Visual, Inc.'s Title VI Coordinator. The signed complaint must be filed within 180 days of the alleged discrimination.

It is the policy of R&R Visual, Inc. to conduct a prompt and impartial investigation of all allegations of discrimination and to take prompt effective corrective action when a claim of discrimination is substantiated.

Complaints may be filed using one of the following methods:

1. Print a Title VI Complaint Form (found on <https://seepipe.com/contact/>), complete, sign, date, and return the form to Taryn Stockberger, Title VI Coordinator, 1828 W Olson Road, Rochester, IN 46975.
2. Write out the complaint in your own words and include:
 - Your name, address, and telephone number. If you are filing a complaint on behalf of another person, include their name, address, telephone number, and your relationship to that person.
 - Basis for the allegation(s) (i.e., race, color, national origin, sex, sexual orientation, gender identity, age, disability, religion, income level, or limited English proficiency).
 - A detailed description of the alleged discrimination (how, when, where, and why they believe they were discriminated against including the location(s), name(s), and contact information of all witnesses, if applicable).
 - Any other information that is deemed significant.

If the complainant is unable or incapable of providing a written statement, a verbal complaint may be made to the Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement. The Title VI Coordinator retains the right to record the interview and retain an audio copy of the interview on file together with the printed statement.

Within 60 days of the receipt of the complaint, the Title VI Coordinator will conduct an investigation of the allegation based on the information provided and issue a written report of its findings to the complainant. If a complaint is deemed incomplete, additional information will be requested. The complainant has 60 days to respond to the request for additional information. A complainant's failure to respond to the request within 60 days may result in the administrative close of the complaint. The Title VI Coordinator will conduct a complete and thorough investigation of complaints, and based upon the information obtained, will render a final written response letter to the complainant or their representative by registered mail or hand delivery within 60 days after the receipt of the complaint. The final written response will include a description of the complaint, a summary of the investigation and the findings of such, summaries of all individuals interviewed, and if appropriate, recommendations and resolutions. R&R Visual, Inc. will try to obtain an informal

voluntary resolution to all complaints at the lowest level possible. All written complaints, investigations, and responses will be retained by R&R Visual, Inc. for at least 3 years.

A complainant's identity shall be kept confidential except to the extent necessary for carrying out an investigation. All complaints shall be kept confidential. If it is necessary to disclose the complainant's identity to the alleged person who may have discriminated or a third-party, R&R Visual, Inc. must first obtain the complainant's written consent. Furthermore, a complainant's written consent must be obtained before a copy of the complaint may be provided to the person alleged to have discriminated against the complainant or any third-party.

If a complainant is dissatisfied with the final resolution of the complaint, they have the right to file a complaint with:

Department of Justice
Federal Coordination and Compliance Section – NWB
Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, N.W.
Washington, D.C., 20530

These procedures do not deny the right of any individual to file a formal complaint with any government agency or affect an individual's right to seek private counsel for any complaint alleging discrimination.

Complaints may also be filed with the following government agencies:

Indiana Department of Transportation
Economic Opportunity Division
100 N. Senate, Room N750
Indianapolis, IN 46204
Phone: (317) 233-6511
Fax: (317) 233-0891

Indianapolis District EEOC Office
101 West Ohio Street, Ste 1900
Indianapolis, IN 46204
Phone: (800) 669-4000
Fax: (317) 226-7953
TTY: 1 (800) 669-6820

Indiana Civil Rights Commission
100 N. Senate Ave., Room N103
Indianapolis, IN 46204
Toll Free: 1 (800) 628-2909
Phone: (317) 232-2600
Fax: (317) 232-6560
Hearing Impaired: 1 (800) 743-3336