

Notifying the Public of Rights Under Title VI

Professional Care Services

- PCS operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with PCS.
- For more information on PCS' civil rights program, and the procedures to file a complaint, contact 901-622-1648; email emily.griggs@pcswtn.org; or visit our administrative office at 1997 Highway 51 South, Covington, TN 38019. For more information, visit www.pcswtn.org. Complaints will be investigated and resolved within 30 calendar days. Emergent or urgent resolutions will be handled within 24 hours.
- A complainant may file a complaint directly with the Tennessee Department of Transportation, 505 Deaderick Street Suite 1800, James K. Polk Building, Nashville, TN 37243-0347, 888-370-3647.
- A complainant may file a complaint directly with the Federal Transit Administration, FTA Office of Civil Rights, Title VI Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave SE, Washington, DC 20590, 888-446-4511.
- If information is needed in another language, contact 902-622-1648 and a translator will be provided for you (Si necesita información en otro idioma, comuníquese al 902-622-1648 y se le proporcionará un traductor.).
- A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act.