

Notice to the Public

Notifying the Public of Rights under Title VI

Royal Oaks Hospital (Compass Health Network) posts Title VI notices on our agency's website, in public areas of our agency, and in our vehicles.

Royal Oaks Hospital operates their programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by **Royal Oaks Hospital** in regards to its transportation programs and services, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with Royal Oaks Hospital (Compass Health Network)

1. a) Complaint forms may be obtained in person at any of our facilities within the county that the complaint occurred.
b) You can request a form to be mailed, faxed, or emailed to you by contacting the Compass Health Compliance Department via the Compliance Hotline at 660-890-8211 or by calling 573-556-3323 / 573-234-2454.
c) You can also find a link to the complaint form on our website at www.compasshealthnetwork.org
d) Correspondence can be mailed to: Compass Health, Compliance Department, 3515 Amazonas, Jefferson City, MO 65109
2. In addition to the complaint process at **Royal Oaks Hospital**, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7 at 816-329-3920.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

For additional information and/or if information is needed in another language, please contact our Compliance Hotline at 660-890-8211 or you can phone 573-556-3323 / 573-234-2454.