

## Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Redwood Coast Transit Authority may file a Title VI complaint by completing and submitting Redwood Coast Transit's Title VI Complaint Form. Redwood Coast Transit investigates complaints received no more than 180 days after the alleged incident. Redwood Coast Transit will only process complaints that are complete. The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving the complaint Redwood Coast Transit's Title VI Program Administrator Mark Wall, will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, Redwood Coast Transit may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator and investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Redwood Coast Transit can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of Redwood Coast Transit's closure letter or the LOF to appeal to Redwood Coast Transit Board of Directors or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor - TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590