

## TITLE VI COMPLAINT PROCEDURES

As a recipient of federal dollars, Work Training Center is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Work Training Center's Title VI Complaint Procedure is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

### **Discrimination Complaint Procedure**

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with Work Training Center. A complaint may also be filed by a representative on behalf of such a person(s). All complaints will be referred to the Work Training Center Director of Operations and/or HR Generalist for review and action.
2. To have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of alleged act of discrimination; or
  - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

Work Training Center's Director of Operations and/or HR Generalist may extend the time for filing or waive the time limit in the interest of justice, as long as the reason for so doing is specified in writing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of Work Training Center and/or volunteers, the person shall be interviewed by Work Training Center's Director of Operations. The Work Training Center Director of Operations or HR Generalist will assist the person in putting the complaint in writing and submitting the written version of the complaint to the person for signature. The complaint shall then be handled according to Work Training Center's investigative procedures.
4. Within 10 days, the Work Training Center Director of Operations and/or HR Generalist will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues

of redress available, such as the California Department of Transportation (Caltrans) and the Federal Transit Administration (FTA).

5. The recipient will advise Caltrans and/or FTA within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to Caltrans and/or FTA
  - a. Name, address, and phone number of the complainant
  - b. Name(s) and address(es) of alleged discriminating staff/volunteer(s)
  - c. Basis of complaint (i.e., race, color, or national origin)
  - d. Date of alleged discriminatory act(s)
  - e. Date of complaint received by the recipient
  - f. A statement of the complaint
  - g. Other agencies (local, state, or Federal) where the complaint has been filed
  - h. An explanation of the actions Work Training Center has taken or proposed to resolve the issue in the complaint
6. Within 60 days, the Director of Operations and/or HR Generalist will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the Director of Operations and/or HR Generalist will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with Caltrans and/or FTA, if they are dissatisfied with the final decision rendered by Work Training Center. The Work Training Center Director of Operations will also provide Caltrans and/or FTA with a copy of this decision and summary of findings upon completion of the investigation.

A case can be administratively closed if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter, or a letter of finding (LOF). A closure letter summarizes the allegations, states that there was not a Title VI violation, and that the case will be closed. An LOF summarizes the allegations, the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action will occur. If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the letter to do so.

8. Contact information for the Title VI administrative jurisdictions is as follows:

Federal Transit Administration

Office of Civil Rights

Attn: Title VI Program Coordinator East Building, Fifth Floor – TCR

1200 New Jersey Avenue

SE Washington, DC 20590

**TITLE VI COMPLAINT FORM**

**COMPLAINT FORM (Please write legibly)**

<b>Section I:</b>		
1. Name		
2. Address:		
3. Primary Phone:		Secondary Phone:
4. Email Address:		
5. Accessible Format Requirements	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, what is the name of the person for whom you are filing this complaint? Name:		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	Yes	No
<b>Section III:</b>		
11. I believe the discrimination I experienced was based on (check all that apply)		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
12. Date of alleged discrimination (mm/dd/yyyy):		

13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper.

**Section IV:**

14. Have you previously filed a Title VI complaint with Work Training Center?

Yes

No

**Section V:**

15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court?  Yes\*  No

If Yes, Check all that apply

Federal Agency \_\_\_\_\_  State Agency \_\_\_\_\_

Federal Court \_\_\_\_\_  State Court \_\_\_\_\_

Local Agency \_\_\_\_\_

16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Email:

**Section VI:**

Name of Transit Agency complaint is against:

Contact Person:

Telephone:

You may attach any written materials of other information that you think is relevant to your complaint.

Signature and date are required below to complete form.

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Signature

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Date

Please submit this form in person or mail this form to the address below:

Work Training Center  
Director of Operations - Julie Ellen  
PO Box 9319  
Chico, Ca 95927