



TITLE VI COMPLAINT PROCEDURES

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Complaint Form (see Appendix C of the Title VI Plan) may be used to submit the complaint information. The complaint may be filed in writing with the RTA at the following address:

**Title VI Coordinator
Deputy Director/Chief Financial Officer
San Luis Obispo Regional Transit Authority
253 Elks Lane
San Luis Obispo, California 93401**

NOTE: The RTA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 30 days from the alleged date of discrimination. This form is also available on the RTA website.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the RTA will be directly addressed by the RTA. The RTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the RTA shall make every effort to address all complaints in an expeditious and thorough manner.

1. A letter of acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.



2. The RTA will advise the US Department of Transportation within thirty (30) days of receipt of the allegations. The following information will be included in the notification:

- a. Name, address and phone number of the complainant
- b. Names(s) and address(es) of the alleged discriminating official(s)
- c. Basis of the complaint (i.e. race, color or national origin)
- d. Date when the alleged discrimination took place
- e. Date when complaint was received by the RTA
- f. A statement of the complaint
- g. Other agencies (state, local or federal) where the complaint has been filed
- h. An explanation of the planned investigative process that the RTA plans to take to resolve the issue in the complaint

3. Within forty-five (45) days of the receipt of the complaint, the Title VI Coordinator will conduct an investigation of the allegation and, based on the information obtained, will offer a recommendation for action in a report to the Executive Director. The complaint should be resolved in an informal way when possible and which will be recorded in the summarized report of the findings.

4. Within sixty (60) days of the receipt of the complaint, the Title VI Coordinator will send a final written response letter (see Appendix E or F of the Title VI Plan) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F of the Title VI Plan), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from the RTA, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints, if not sooner. A copy of the final written response will be provided to the US Department of Transportation.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590