

TITLE VI COMPLAINT PROCEDURES

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Shasta Regional Transportation Agency (SRTA) may file a Title VI complaint by completing and submitting SRTA's Title VI Complaint Form which is available, in English or Spanish (translation into other languages available upon request), at the reception desk of the SRTA office (1255 East St., Suite 202, Redding, CA, 96001), or online at www.srta.ca.gov. SRTA reserves the right not to investigate complaints received more than 180 days after the alleged incident. SRTA 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, the SRTA Title VI Program Administrator 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, SRTA 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. If the administrator is not contacted by the complainant or does not receive the additional information within 10 business days, SRTA can administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule (The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.).
- A case may be administratively closed if SRTA receives written confirmation that 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. Additionally, if the incident resulted from an inquiry by the complainant, SRTA will attempt to respond to the inquiry by providing the complainant with relevant public information.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of SRTA's closure letter or the LOF to appeal to the SRTA 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