

SACRAMENTO COUNTY
DEPARTMENT OF TRANSPORTATION

Civil Rights Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Sacramento County's SCT/Link Transit Services (hereinafter referred to as "the Agency") may file a Title VI complaint by completing and submitting the Agency's Title VI Complaint Form. The Agency investigates complaints received no more than 90 days after the alleged incident. The Agency will only process complaints that are complete. All Title VI and related statute complaints are considered formal as there is no informal process. Complaints **must** be in writing and **signed** by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin. Title VI complaints of discrimination may be filed with:

- ◆ TRANSIT CIVIL RIGHTS COORDINATOR
SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

Once the complaint is received, the Agency 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 the Agency.

The Agency has 30 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or 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. An 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 wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Si necesita información en Español por favor llame al (209) 745-3052.

TITLE VI COMPLAINT OF DISCRIMINATION FORM

TO: TRANSIT CIVIL RIGHTS COORDINATOR
SACRAMENTO COUNTY DEPARTMENT OF TRANSPORTATION
4111 BRANCH CENTER ROAD, SACRAMENTO, CA 95827

I _____ hereby file this complaint of discriminatory
(Please print your name)
treatment and request that an investigation be conducted.

I believe I was discriminated against because of my:

Table with 3 columns: RACE, COLOR, NATIONAL ORIGIN, each with a checkbox.

DATE AND PLACE OF OCCURRENCE: _____

NAME (S) AND TITLE (S) OF THE PERSON (S) WHO I BELIEVE DISCRIMINATED AGAINST ME:

Two horizontal lines for text entry.

THE ACTION OR DECISION WHICH CAUSED ME TO BELIEVE I WAS DISCRIMINATED AGAINST IS AS FOLLOWS:

(Please include a description of what happened and how your benefits were denied, delayed or affected)

Five horizontal lines for text entry.

I WISH TO HAVE THE FOLLOWING CORRECTIVE ACTION TAKEN:

Four horizontal lines for text entry.

I BELIEVE THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(COMPLAINANT'S SIGNATURE) (DATE)

ADDRESS: _____

TELEPHONE: _____