

## **Title VI Transportation Complaint Procedures**

As a recipient of federal dollars, Las Trampas 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. Las Trampas has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Las Trampas may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Las Trampas investigates complaints received no more than 180 days after the alleged incident. Las Trampas will only process complaints that are complete.

Within 10 business days of receiving the complaint, Las Trampas 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. Las Trampas has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day timeframe.

If more information is needed to resolve the complaint, Las Trampas may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Las Trampas can administratively close the complaint. A complaint can also be administratively closed if the complainant no longer wishes to pursue it.

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 complaint and states that there was not a Title VI violation and that the complaint will be closed. An LOF summarizes the complaint and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff, or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 business 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, 1200 New Jersey Avenue SE, Washington, DC 20590.

# Las Trampas Title VI Transportation Complaint Form

## COMPLAINT FORM (Please write legibly)

### Section I:

1. Name: \_\_\_\_\_
2. Address: \_\_\_\_\_
3. Telephone: \_\_\_\_\_ 3a. Alt. Phone (Optional): \_\_\_\_\_
4. Email Address: \_\_\_\_\_
5. Accessible Format Requirements?  Large Print  Audio Tape  TDD  
 Other: \_\_\_\_\_

### Section II:

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

### Section III:

11. I believe the discrimination I experienced was based on (check all that apply):  
 Race  Color  National Origin
  12. Date of incident: (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) (if known), as well as names and contact information of any witnesses. If more space is needed, please attach additional sheets of paper.
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### Section IV:

14. Have you previously filed a Title VI complaint with Las Trampas?  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 \_\_\_\_\_
- Federal Court \_\_\_\_\_
- State Agency \_\_\_\_\_
- 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: \_\_\_\_\_

Agency: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

### Section VI:

Name of Transit Agency complaint is against: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_

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

Signature and date are required below to complete form:

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

Las Trampas  
P.O. Box 515  
Lafayette, CA 94549