



San Bernardino County Transportation Authority

TITLE VI COMPLAINT PROCEDURE

This Complaint Procedure is established to meet the requirements of and Title VI of the Civil Rights Act of 1964. It may be used by any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, national origin in the provision of services, activities, programs, or benefits by the San Bernardino County Transportation Authority (SBCTA). SBCTA strongly prohibits retaliation on the basis of any grievance filed under this policy.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. A form is available on SBCTA's website, www.gosbcta.com, or at the SBCTA offices at 1170 W. 3rd Street, Second Floor, San Bernardino, CA 92410. Alternative means of filing complaints, such as personal interviews, computer disk, audiotape or in Braille will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to:

San Bernardino County Transportation Authority
Tim Watkins, Chief of Legislative and Public Affairs
1170 W. 3rd Street, Second Floor
San Bernardino, CA 92410-1715
Phone: (909) 884-8276
California Relay Service 7-1-1 (for TTY users)

Within 15 calendar days after receipt of the complaint, the Chief of Legislative and Public Affairs or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, the Chief of Legislative and Public Affairs or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of SBCTA and offer options for resolution of the complaint.

If the response by the Chief of Legislative and Public Affairs or designee does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to the Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or designee will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Chief of Legislative and Public Affairs or designee, appeals to the Executive Director or designee, and responses from these two offices will be retained by the Department of Management Services for at least three years.