



San Bernardino County Transportation Authority

TITLE VI COMPLAINT PROCEDURE

This Complaint Procedure is established to meet the requirements of 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
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)

Once the complaint is received, SBCTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter, in a format accessible to the complainant, informing them whether the complaint will be investigated by SBCTA within 15 business days of receipt of the complaint.

If the complaint falls under SBCTA's jurisdiction, it will be investigated by SBCTA's Chief of Legislative and Public Affairs or designee. They have 30 business days to investigate the complaint. If more information is needed to resolve the case, the investigator 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 investigator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they 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, they have 15 business days after the date of the letter or the LOF to appeal 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.

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.