Title VI Complaint Procedure

In order to comply with 49 CFR Section 21.9 (b), the following complaint procedure will be followed by DRC in the event that any person believes that he or she, individually, or as a member of any specific class of persons, has been excluded from participation in, been denied the benefits of, or been subjected to discrimination on the basis of race, color, national origin, sex, age, sexual orientation, disability or income level, with regard to:

* The availability and equitable distribution of mobility training services and benefits;
* The level and quality of mobility training services that are sufficient to provide equal access and mobility for all persons;
* The opportunity to participate in the mobility training planning and decision making processes; and
* The right to fair decisions on the location of mobility training.

Complaint procedures are posted in English and Spanish on the DRC website. Also, the complaint procedures can be read in Spanish and large print. If the complaint is filed at the DRC office, the complainant has the ability to use the JAWS program for the visually impaired. Additionally, the complaint procedures will be translated into Khmer. If needed, the complaint procedures can be translated into other languages.

Any person who believes she or he has been discriminated against on the basis of age, sex, sexual orientation, disability, income level, race, color, or national origin by DRC may file a Title VI complaint by completing and submitting DRC’s Title VI Complaint Form. DRC investigates complaints received no more than 180 days after the alleged incident. DRC will process complaints that are complete.

Once the complaint is received, DRC 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.

DRC has 30 days to investigate the complaint. If more information is needed to resolve the case, DRC may contact the complainant. The complainant has 30 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 30 business days, DRC 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 the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, San Francisco Federal Building, 90, 7th Street, Suite 15-300, San Francisco, CA 94103.

The following document is the complaint form, in English. The document will be translated into Spanish and Khmer, pursuant to LEP studies of geographic areas served by DRC. If needed, the complaint procedures can be translated into other languages.

**If information is needed in another language, contact 562-427-1000**.