

## COMPLAINT PROCEDURE

### I. Introduction

*The Title VI complaint procedures are intended to provide aggrieved persons an avenue to raise complaints of discrimination regarding the City's programs, activities and services as required by statute.*

### II. Purpose

*The purpose of the discrimination complaint procedures is to describe the process used by the City for processing complaints of discrimination under Title VI of the Civil Rights Act of 1964 and related statutes.*

### III. Roles and Responsibilities

*The Title VI Coordinator has overall responsibility for the discrimination complaint process and procedures. The Title VI Coordinator may, at his/her discretion, assign a capable person to investigate the complaint.*

*The designated investigator will conduct an impartial and objective investigation, collect factual information and prepare a fact-finding report based upon information obtained from the investigation.*

### IV. Submission of Complaint

- *If a customer believes he/she has received discriminatory treatment by the City of Baldwin Park transit system on the basis of race, color or national origin, the customer has the right to file a complaint with the Transit Title VI Compliance Coordinator. The complaint should be filed within sixty (60) calendar days of the alleged discriminatory incident. Title VI complaint procedures included in **Exhibit B** are in both English and Spanish (Note: Procedures & Complaint documents translated into Mandarin languages will be made available upon request). New census data will be reviewed for changes that would show the need for translating for additional languages.*

Submit To:

David Lopez,  
Title VI Compliance Coordinator  
City of Baldwin Park  
14403 E. Pacific Ave.  
Baldwin Park, CA 91706  
(626) 960-4011 ext. 458  
Dlopez@baldwinpark.com

## **V. Investigation of Complaints**

- *Upon receipt of the complaint, the Compliance Coordinator will begin an investigation. The investigation may include discussion(s) of the complaint with all affected parties. Based upon the information received from witnesses and available on-board recording devices, the Compliance Coordinator will prepare an investigation report for submittal to the Public Works Director. The complainant will receive a letter from the Compliance Coordinator or designee stating the final decision within forty-five (45) calendar days of receipt of the complaint.*
- *If more time is needed to review the complaint, the Compliance Coordinator will notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the Compliance Coordinator shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.*

## **VI. Request for Reconsideration**

- *The complainant shall be notified of his/her right to appeal the decision. If the complainant disagrees with the Compliance Coordinator's finding, the complainant may request reconsideration by submitting a written request to the Public Works Director within ten (10) calendar days after receipt of the Compliance Coordinator's response. The Public Works Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Public Works Director agrees to reconsider the matter, the complaint shall be returned to the Compliance Coordinator for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.*

## **VII. Appeal Process**

- *If the request for reconsideration is denied, the complainant may appeal the Public Works Director's response by submitting a written request to the Compliance Coordinator. The appeal request will be forwarded to the Chief Executive Officer (CEO) and City Attorney for final determination.*

## **VIII. Submission of Complaint to the Department of Transportation**

- *If the complainant is dissatisfied with the City's resolution of the complaint, he or she may submit a complaint to the Department of Transportation for investigation. In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days after the date of the alleged discrimination. Chapter 9 of FTA Circular 4702.1B, may be obtained by requesting a copy from the City's Compliance Coordinator at (626) 813-5255.*