

# Porterville Transit

## Title VI Complaint Procedure

Any person who believes that he or she, individually, or as a member of any specific class or persons, has been subject to discrimination on the grounds of race, age, disability, religion, color, sex, or national origin with regard to any City of Porterville transit service, program, or facility, may file a written complaint with the City of Porterville. A complaint must be filed with 180 days after the date of the alleged discrimination, unless the time for filing is extended by the City.

All complaints alleging discrimination should be submitted in writing directly to the City Manager at the address listed below. The City's Administrative Analyst or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Porterville

Attn: Transit Discrimination Complaints

291 North Main Street

Porterville, CA 93257

All complaints should include the following required information:

- 1) Complainant's Name
- 2) Address
- 3) Phone Number
- 4) Detailed description of the complaint/incident
- 5) Date
- 6) Time
- 7) Location
- 8) Route Number (if applicable)
- 9) Names of witnesses
- 10) Any other information relevant to the complaint

Complaints received with incomplete information may result in delayed investigations and responses. All complaints **MUST** be signed.

Upon receipt of a written complaint, a letter will be sent to the complainant acknowledging receipt of the complaint and providing the complainant with a contact name and phone number of the City personnel assigned to investigate the complaint.

After investigation of a complaint, a written statement of findings outlining a process for resolution of the complaint will be provided to the complainant. If no action is taken, the response will state the reasons for the decision and the procedures for the complainant to appeal the decision. City employees personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.

For any complaints involving a project using Federal Transit funding, final resolution may rest with the Federal Transit Administration or the Secretary of The U.S. Department of Transportation. Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by a recipient of Federal Transit Administration funding can file an administrative complaint directly with the Federal Transit Administration's Office of Civil Rights under Title VI of the Civil Rights Act of 1964.