

## City of Corona Transit Service (CCTS) Title VI Complaint Filing Procedures

Guidance for Filing an Administrative Complaint under Title VI of the Civil Rights Act of 1964

### ***How to File a Title VI Complaint:***

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin with respect to CCTS programs, activities, or services may file a written complaint, or have a representative file a complaint on your behalf, by completing and submitting to CCTS a Title VI Complaint Form. CCTS investigates complaints received no more than 180 days after the alleged incident. CCTS will only process complaint forms that are complete. CCTS will promptly investigate all complaints filed under Title VI, pursuant to this Regulation.

### ***Complaint must include the following information:***

1. A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken.
2. A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time, and location of the alleged incident.

A ***Complaint Form*** can be used to file a Title VI complaint with CCTS and can be obtained at (see Title VI Complaint Form – Appendix D), or by:

- Telephone - by calling the Public Works Dept. at (951) 736-2266 a complaint form can be mailed to requestor.
- Email – by emailing the Public Works Dept. at [publwks@ci.corona.ca.us](mailto:publwks@ci.corona.ca.us) a complaint form can be mailed to requestor.
- Online – the Complaint Form can be downloaded from the CCTS webpage at [www.CoronaTransit.com](http://www.CoronaTransit.com).
- Visiting – Public Works Dept. at 400 S. Vicentia Avenue, Suite 210, Corona, CA 92882.

The following procedures will be followed to investigate Title VI complaints:

- Within 10 business days of receiving the complaint, the Public Works Director/Title VI Administrator will review the complaint to determine CCTS jurisdiction. The complainant will receive an acknowledgement informing her/him whether the complaint will be investigated by CCTS.
- Assistance in completing the complaint form is available upon request by visiting the Corona Public Works Department or by calling (951) 736-2266. Spanish translation is available upon request.
- The investigation will be conducted and completed within 30 business days of the receipt of a completed complaint form. The complainant will be notified in writing of the cause for any unplanned extension to the 30-day rule.
- If more information is needed, CCTS may contact the complainant. The complainant has 10 business days from the date of the letter requesting additional information to submit the requested information to the CCTS Title VI Administrator. If the Title VI Administrator

is not contacted by the complainant or does not receive the requested information within 10 business days, CCTS can administratively close the complaint.

- A complaint can be administratively closed also if the complainant no longer wishes to pursue their complaint. Following the investigation, the Public Works Director/Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the complaint is closed. A LOF summarizes the allegations and evidence used to make the determination regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action or remedy will occur.
- If the complainant is unsatisfied with the decision, she/he has 30 business days from the date of the closure letter or LOF to appeal to the Assistant City Manager or her/his designee. The complainant will receive written notification of the decision of the appeal and the rationale for the finding within 45 business days from receipt of the appeal request.
- A complaint may also be filed directly with the Federal Transit Administration (FTA) at:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor - TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

The FTA strives to promptly investigate complaints. At the conclusion of the investigation, the FTA will transmit a letter of finding to the complainant and the CCTS. If the investigation determines the CCTS is not in violation of Title VI, the FTA will explain why the CCTS was found in compliance. If the FTA determines that the CCTS is in violation of Title VI, the FTA will document the violation and instruct the CCTS to take action to come into compliance.

In the complaint investigation process, the FTA analyzes the complainant's allegations for possible Title VI deficiencies by the CCTS. If deficiencies are identified they are presented to the CCTS and assistance is offered to correct the inadequacies within a predetermined timeframe.

- No CCTS staff or contract staff shall intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under Title VI. The identity of complainants shall be kept confidential except to the extent necessary to carry out the purposes of this part, including the conduct of any investigation, hearing, or judicial proceeding arising thereunder. (49 CFR 21.11e)