

## **Title VI Complaint Procedures**

The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public. The City will post the complaint procedures and complaint form on the City's website. With this in mind, the City has developed the following complaint procedures:

### A. City of Cerritos Title VI Complaint Procedures

#### 1. Submission of Complaint

If a passenger believes he/she has received discriminatory treatment by a City of Cerritos contract transit staff member on the basis of race, color or national origin, the passenger will have the right to file a complaint with the City. The complaint must be filed within sixty (60) calendar days of the alleged discriminatory incident. Title VI complaint procedures are available in English, Chinese, Tagalog and Korean.

#### 2. Investigation of Complaints

Upon receipt of a complaint, the City will work with the transit contractor to investigate said complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue. Based upon the information received, the City and transit contractor will prepare an investigation report for submittal to the Advance Planning/Economic Development Manager. The complainant will receive a letter from the City and/or transit contractor regarding the findings of the investigation within forty-five (45) calendar days of receipt of the complaint.

If more time is needed to review the complaint, the City will notify the complainant of the estimated time-frame for completing the review. Upon completion of the review, the City shall make a recommendation to the transit contractor 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.

#### 3. Request for Reconsideration

The complainant shall be notified of his/her right to appeal a decision. If the complainant disagrees with the City's and transit contractor's findings, the complainant may request reconsideration by submitting a written request to the Advance Planning/Economic Development Manager within ten (10) calendar days of receipt of the City's response. The complainant shall provide a detailed description of the request for consideration. The Advance Planning/Economic Development Manager will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Advance Planning/Economic Development Manager agrees to reconsider the matter, the complaint shall be returned to the City's transit staff for re-evaluation in accordance with the "Investigation of Complaint" procedures described above.

#### 4. Appeal Process

If the request for reconsideration is denied, the complainant may appeal the Advance Planning/Economic Development Manager's response by submitting a written request to the City. The appeal request will be forwarded to the City Manager for final determination.

5. 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:

FTA Office of Civil Rights East Building  
Attention: Director  
5th Floor – TCR 1200  
New Jersey Avenue, SE  
Washington, DC 20590

In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days of the date of the alleged discrimination.

The City has developed a Title VI Complaint Form to document all complaints received by City and/or transit contractor staff. This form is available on the City's website and at the City of Cerritos, Department of Community Development, 18125 Bloomfield Ave, Cerritos, CA 90703. This form is available in English, Chinese, Korean, and Tagalog.