



City of Patterson

TITLE VI COMPLAINT PROCEDURE

Any individual who believes they have been discriminated against from participating in any of the City of Patterson's programs or services based on their race, color, or national origin, sex, disability, or age, may submit a written Title VI complaint to the City's Title VI Coordinator

Complaints should be filed as soon as possible, but no later than 180 days after the alleged discriminatory act(s). Contact the Title VI Coordinator, at (209) 895-8062 to discuss your concerns. If further action is needed, a formal complaint will need to be filed. Complaints may be reported over the phone, and submitted in person, by mail, or through email.

If reasonable accommodations are required, please contact the Title VI Coordinator to assist in filing the complaint.

Complaints should be addressed to:

Title VI Coordinator
Engineering Department
1 Plaza
Patterson, CA 95363
Phone: (209) 895-8062

Please be advised that the City's Title VI Coordinator will only process complaints that are received within 180 days of the alleged discriminatory act(s), and have completed all of the required information.

Complaints are considered incomplete unless the following information is provided:

- Complainant's contact information (phone and address)
- Date(s) of the alleged discrimination
- Detail(s) description of the alleged discrimination
- Identification of the respondent (city staff, department, or representative)
- Basis for the complaint (race, color, or national origin, sex, disability, or age)
- Signature of the complainant or complainant's representative

Within 90 calendar days after the receipt of the complaint, The City's Title VI Coordinator or his/her designee will contact the complainant to discuss the complaint and possible resolutions. Within 90 calendar days after contact, the City's Title VI Coordinator or his designee will respond in writing unless alternate means of communication were requested in advance.

If the complaint cannot be resolved internally and is associated with federal funds, the complaint will be forwarded to the Caltrans Office of Civil Rights (OCR). The OCR will determine which federal administering agency has jurisdiction to investigate the complaint as defined below.

Title VI Complaint Process Under the Federal Highway Administration (FHWA)

Per the FHWA Guidance Memorandum, *Processing of Title VI Complaints*, dated June 13, 2018, all Title VI complaints received by a sub-recipient are to be forwarded to Caltrans to be submitted to FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov. If Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

Title VI Complaints Processed Under the Federal Transit Administration (FTA)

Title VI complaints filed with Caltrans in which Caltrans is named as the Respondent will be investigated by Caltrans. Per FTA, Title VI complaints are to be handled at the local level or elevated to FTA under egregious Title VI discriminatory circumstances. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and whether the complaint will be investigated by Caltrans or forwarded to FTA.

Title VI complaints filed with Caltrans against a sub-recipient will be investigated by Caltrans. If the complaint is filed with the sub-recipient, the sub-recipient is responsible for investigating the complaint in accordance with [FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients](#).

Caltrans OCR Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the Complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the Complainant. The Complainant has ten business days from the date of the letter to send the 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 ten business days, OCR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. OCR will consult with HCR regarding the disposition of the complaint. Disposition of Title VI complaint will be undertaken by HCR, through either (1) *informal resolution* or (2) *issuance of a Letter of Finding of compliance or noncompliance with Title VI*. A copy of the Letter of Finding will be sent to all parties via the Division Office.

A person may also file a complaint directly with:

Federal Transit Administration
Civil Rights Division
Attention: Complaint Team
East Building, 5th Floor -TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Federal Transit Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

For information or guidance on how to file a complaint, or obtain more information regarding Title VI, please contact the Title VI Branch Manager at (916) 639-6392.