

# Shafter Transit System Title VI Complaint Procedures

## 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 Shafter Transit System service, program, or facility, may file a written complaint with the City of Shafter.

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 Shafter Transit System Title VI Program Administrator at the address listed below. The Shafter Transit System Title VI Program Administrator or his/her designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Shafter  
Attn: Shafter Transit System Title VI Program Administrator  
336 Pacific Avenue  
Shafter, CA 93263

All complaints should be completed and submitted on the Shafter Transit System Title VI complaint form available online at [www.shafter.com/148/Transit](http://www.shafter.com/148/Transit), by phone request at (661) 746-5001, or in person at the City of Shafter city hall located at 336 Pacific Avenue, Shafter, CA 93263. Additional accessible formats of the form are also available upon request.

At a minimum, all complaints filed must provide the following information:

1. Complainant's name,
2. Complainant's address,
3. Complainant's phone number,
4. Complainant's email (if applicable),
5. Detailed description of complaint/incident,
6. Date of complaint/incident,
7. Time of complaint/incident,
8. Location of complaint/incident,
9. Route number (if applicable),
10. Name(s) and contact information of witnesses (if applicable),
11. Any other information relevant to the complaint, and
12. Signature (with date) of person submitting complaint.

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

Within 10 business days of receiving the complaint, the Shafter Transit System Title VI Program Administrator (City of Shafter's Administrative Services Director) will review to determine if the City of Shafter has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City.

If the complaint submitted is within the City's jurisdiction and is complete, a case will be opened and a case number and investigator will be assigned.

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If necessary, an investigation will be conducted and completed within 30 days of the receipt of the formal complaint (30-Day Rule).

- If a time extension to the 30-Day Rule is required, the complainant will be notified in writing of the reason for the extension.

If additional information is required to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Program Administrator investigator. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City may administratively close the case.

A case may also be closed administratively if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Program Administrator will issue one of two letters to the complainant:

1. Closure Letter; or
  2. Letter of Finding (LOF).
- A Closure Letter summarizes the complaint allegations and will state that there was no Title VI violation and that the case will be closed.
  - A LOF will summarize the complaint allegations and the investigation regarding the alleged incident. The LOF will also explain whether any disciplinary action, additional training of the staff member, or other action, will occur.

If the complainant is unsatisfied with the decision, he/she has 30 days from the date of the City's Closure Letter or the LOF to appeal to the City of Shafter City Manager or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.

The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590