

# CITY OF VALLEJO

## TITLE VI COMPLAINT PROCEDURE

The City of Vallejo has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter IX of the Federal Transit Administration Circular 4702.1A, effective May 14, 2007.

The complaint procedure has five steps, outlined below:

1. **Submission of Complaint:** Any person who feels that he or she, individually, or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance through the City of Vallejo may file a written complaint with the City of Vallejo Transportation Superintendent. Such complaint must be filed within 60 calendar days after the date the person believes the discrimination occurred.
2. **Referral to Review Officer:** Upon receipt of the Complaint the Transportation Superintendent shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint, in consultation with the City of Vallejo General Counsel. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the City of Vallejo received the Complaint. If more time is required, the Transportation Superintendent shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the City of Vallejo's processes relative to Title VI and environmental justice, as appropriate. The staff review officer(s) shall forward their recommendations to the Transportation Superintendent, for concurrence. If the Transportation Superintendent concurs, he or she shall issue the City of Vallejo's written response to the Complainant.
3. **Request for Reconsideration:** If the Complainant disagrees with the Transportation Superintendent's response, he or she may request reconsideration by submitting the request, in writing, to the City Manager or City Manager's Designee within 10 calendar days after receipt of the Transportation Superintendent's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Transportation Superintendent. The City Manager or City Manager's Designee will notify the Complainant of the decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the City Manager or City Manager's Designee agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.

4. **Appeal:** If the request for reconsideration is denied, the Complainant may also submit a complaint to the Department of Transportation for investigation at FTA's Region IX headquarters:

Attn: Civil Rights Officer  
201 Mission Street  
Suite 1650  
San Francisco, CA 94105-1839

Telephone: (415) 744-3133  
Fax: (415) 744-2726

In accordance with Chapter IX, Title VI Discrimination Complaints, of FTA Circular 4702.1A, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1A, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the City of Vallejo Transportation Division (707)648-5288.

5. **For more information via the internet go to:**  
[http://www.fta.dot.gov/civilrights/civil\\_rights\\_5088.html](http://www.fta.dot.gov/civilrights/civil_rights_5088.html) .

  
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Gary Leach, Director of Public Works

6-4-07  
Date