

Appendix B – Title VI Complaint Process

Title VI Complaints and Procedures (Investigations, Complaints, and Lawsuits)

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint with the Transportation Agency for Monterey County (TAMC). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

To request additional information on TAMC's nondiscrimination obligations or to file a Title VI Complaint, please submit your request to:

Transportation Agency for Monterey County

Attn: Title VI Complaint

55-B Plaza Circle

Salinas, CA 93901-2902

Tel: 831.775.0903 Fax: 831.775.0897

Complaint Forms can also be obtained at the TAMC Office at 55-B Plaza Circle, Salinas, CA or online at www.TAMCMonterey.org

Complaint Process

TAMC will begin an investigation within fifteen (15) working days of receipt of a complaint and will contact the complainant in writing no later than (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, TAMC may administratively close the complaint.

TAMC will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is needed for investigation, TAMC will notify the complainant. TAMC will prepare a written investigation report. This report shall include a summary description of the incident, findings and recommended corrective action.

A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed. If required, the investigation report will be forwarded to the appropriate federal agency.

Appendix C – Title VI Complaint Forms

English Complaint Form

Section I:		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone:	
4. Email Address:		
5. Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
6. Are you filing this complaint on your own behalf?	<input type="checkbox"/> YES*	<input type="checkbox"/> NO
*If you answered “yes” to #6, go to Section III. If you answered “no” to #6, go to #7.		
7. What is the name of the person for whom you are filing this complaint? Name		
8. What is your relationship with this individual:		
9. Please explain why you have filed for a third party:		
10. Please confirm that you have obtained permission of the aggrieved party to file on their behalf.	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Section III:		
11. I believe the discrimination I experienced was based on (<i>check all that apply</i>): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
12. Date of alleged discrimination: (<i>mm/dd/yyyy</i>)		
13. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section IV:		
14. Have you previously filed a Title VI complaint with the Transportation Agency for Monterey County?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Section V:		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any court? <input type="checkbox"/> YES* <input type="checkbox"/> NO		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency _____	<input type="checkbox"/> State Agency _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> Local Agency _____	
<input type="checkbox"/> State Court _____		
16. If you answered "yes" to #15, provide information about a contact person at the agency/court where the complaint was filed.		
Name: _____		
Title: _____		
Agency: _____		
Address: _____		
Telephone: _____		Email: _____
Section VI:		
Name of Agency complaint is against: _____		
Contact Person: _____		
Telephone: _____		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete form:

Signature _____ Date _____

Please submit this form in person or mail this form to:

Transportation Agency for Monterey County
Attn: Title VI Complaint
55-B Plaza Circle
Salinas, CA 93901