

Title VI Complaint Procedures

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Placer County Transportation Planning Agency (PCTPA). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident. The complaint procedure may be obtained from the PCTPA web page at pctpa.net. The complaint procedure may be requested via e-mail at pctpa@pctpa.net. The complaint procedure can also be obtained by writing to:
Title VI Coordinator
Placer County Transportation Planning Agency
299 Nevada Street
Auburn, California 95603
2. The complaint must be completed on the form included in this document. The complaint may be sent to the following address:
Title VI Coordinator
Placer County Transportation Planning Agency
299 Nevada Street
Auburn, California 95603
3. Complainants also have the right to complain directly to the Federal Transit Administration Office of Civil Rights at:
Attention Title VI Program Coordinator, East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590
4. PCTPA will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. PCTPA will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended action.
6. A closing letter will be provided to the complainant. The respondent will also receive a copy of the closing letter. If the complainant is unsatisfied with the decision, they have 30 days from the date of PCTPA's closing letter or letter of finding to appeal to the PCTPA Executive Director or their 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.

Title VI Complaint Process Letter: Receipt of Title VI Complaint

Date

Complainant
1234 Main St.
Auburn, CA 95603

Dear Complainant:

This letter is to acknowledge receipt of your complaint against PCTPA alleging _____

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (530) 823-4030, or write to:

Placer County Transportation Planning Agency
Attn: Title VI Coordinator
299 Nevada Street
Auburn, CA 95603

Sincerely,

PCTPA Title VI Coordinator

Title VI Complaint Process Letter: Finding that Complaint is Substantiated

Today's Date

Complainant
1234 Main St.
Auburn, CA 95603

Dear Complainant:

The matter referenced in your letter of _____ (date) against PCTPA alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. Your input was helpful during our review of this matter. (If a hearing is requested, the following sentence may be appropriate.) You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

PCTPA Title VI Coordinator

Title VI Complaint Process Letter: Finding that Complaint is Not Substantiated

Today's Date

Complainant
1234 Main St.
Auburn, CA 95603

Dear Complainant:

The matter referenced in your complaint of _____ (date) against the Placer County Transportation Planning Agency (PCTPA), alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal financial assistance.

PCTPA has analyzed the materials and facts pertaining to your case for evidence of PCTPA's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal this decision within 30 days of receipt of this final written decision from PCTPA.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

PCTPA Title VI Coordinator