

## **Title VI Complaint Procedures**

As a recipient of federal dollars, ACC Senior Services is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. ACC Senior Services Title VI Complaint Procedure is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

### **Discrimination Complaint Procedure**

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with ACC Senior Services. A complaint may also be filed by a representative on behalf of such a person(s). All complaints will be referred to the ACC Rides Program Manager and/or HCBP Administrator for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a. The date of alleged act of discrimination; or
  - b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

ACC Rides Program Manager and/or HCBP Administrator may extend the time for filing or waive the time limit in the interest of justice, as long as the reason for so doing is specified in writing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of ACC Rides staff and/or volunteers, the person shall be interviewed by ACC Rides Program Manager and/or HCBP Administrator. The ACC Rides Program Manager or Program Administrator will assist the person in putting the complaint in writing and submitting the written version of the complaint to the person for signature. The complaint shall then be handled according to ACC Rides investigative procedures.
4. Within 10 days, the ACC Rides Program Manager or HCBP Administrator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the California Department of Transportation (Caltrans) and the Federal Transit Administration (FTA).

5. The recipient will advise Caltrans and/or FTA within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to Caltrans and/or FTA:
  - a. Name, address, and phone number of the complainant
  - b. Name(s) and address(es) of alleged discriminating staff/volunteer(s)
  - c. Basis of complaint (i.e., race, color, national origin or sex)
  - d. Date of alleged discriminatory act(s)
  - e. Date of complaint received by the recipient
  - f. A statement of the complaint
  - g. Other agencies (local, state, or Federal) where the complaint has been filed
  - h. An explanation of the actions ACC Rides has taken or proposed to resolve the issue in the complaint
6. Within 60 days, the HCBP Administrator will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the HCBP Administrator will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with Caltrans and/or FTA, if they are dissatisfied with the final decision rendered by ACC Senior Services. The ACC Rides Program Manager will also provide Caltrans and/or FTA with a copy of this decision and summary of findings upon completion of the investigation.

A case can be administratively closed if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter, or a letter of finding (LOF). A closure letter summarizes the allegations, states that there was not a Title VI violation, and that the case will be closed. An LOF summarizes the allegations, the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action will occur. If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the letter to do so.

8. Contact information for the Title VI administrative jurisdictions is as follows:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, Fifth Floor – TCR 1200 New Jersey Avenue, SE  
Washington, DC 20590

## Title VI Complaint Form

### COMPLAINT FORM *(Please write legibly)*

<b>Section I:</b>		
1. Name:		
2. Address:		
3. Telephone:	3.a. Secondary Phone <i>(Optional)</i> :	
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
<b>Section II:</b>		
6. Are you filing this complaint on your own behalf?	YES*	NO
*If you answered "yes" to #6, go to Section III.		
7. If you answered "no" to #6, 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.	YES	NO
<b>Section III:</b>		
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 attach additional sheets of paper.		

<b>Section IV:</b>		
14. Have you previously filed a Title VI complaint with ACC Senior Services?	YES	NO
<b>Section V:</b>		
15. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State 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:
<b>Section VI:</b>		
Name of Transit 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\_\_\_\_\_

The complaint may be filed in writing with ACC Senior Services at the following address:

ACC Senior Services Center  
 Attn: ACC Rides Program Manager 7334 Park City Drive  
 Sacramento, CA 95831  
 (916) 393-9026 Phone, (916) 393-9128 Fax  
[www.accsv.org](http://www.accsv.org)

## **Title VI 投訴程序**

作為受聯邦資助者，JFCS交通部需要遵守1964年民權法Title VI之規定，確保以無歧視性的方式提供服務和福利。JFCS交通部設定Title VI投訴程序，訂出本地處理Title VI投訴的程序

，而該程序亦與2012年十月一日聯邦交通管理通告第4702.1B一致。

任何人如認為她或他因為種族、膚色、或原國籍而受到JFCS交通部之歧視，可填交機構的Title VI投訴表格，提出Title VI投訴。JFCS交通部在收到指控之事件的90天內，將進行投訴調查。JFCS交通部只處理 填交資料完整之投訴。

在收到投訴的10個工作天內，JFCS交通部將評審投訴，決定是我們的辦公室是否具管轄權。投訴人將收到一封信件，告訴她 / 他我們的辦公室是否會調查投訴。JFCS交通部有30天的時間調查投訴。如有任何計劃需須延長30天規定者，投訴人將收到一份延長原因之通知書。

如需要更多資料以解決案件，JFCS交通部可聯絡投訴人。投訴人有10個工作天向被指派負責調查案件之調查員提供所需資料。如投訴人未有聯絡調查員或調查員在10個工作天內未有收到額外的資料，JFCS交通部可行政上結束案件。

如投訴人不想繼續案件，案件亦可在行政上予以結束。在調查員評審投訴後，她 / 他將發出兩信其中之一給投訴人：結束信或發現信（LOF）。結束信摘要指控和說明此並非一個

Title VI的違例，因而案件乃告結束。LOF信摘要指控和有關指控事件之面談，並說明是否有採取任何紀律行動、職員之額外訓練，或其他行動。如投訴人想上訴決定，她 / 他在收到信件或LOF後有10個工作天可提出。

任何人亦可直接向聯邦運輸管理局投訴，地址如下： FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590。

**ACC 交通部 Title VI 投訴表格**

<b>第 I 部份：請清楚填寫</b>		
1. 姓名:		
2. 地址: 如在 <b>ACC</b> 的住宅大廈內，請包括住宅大廈的名稱:		
3. 電話:	3.a. 第二個電話 (可自由選擇):	
4. 電子郵件 (如適用):		
5. 是否需要方便格式？若否，請在此部份格劃上一條刪除線，或寫上 N/A "不適用" 字樣。	<input type="checkbox"/> 大字印本	<input type="checkbox"/> 錄音帶
	<input type="checkbox"/> TDD	<input type="checkbox"/> 其他
<b>第 II 部份:</b>		
6. 你是否為自己提出投訴？	是*	否
*如第6題答「是」，請續填第III部份。		
7. 如第6題答「否」，你代提出投訴者是誰？姓名:		
8. 你和此人的關係是什麼:		
9. 請說明你為什麼為第三者提出投訴:		
10. 請確認你已取得受委屈者之同意代其提出投訴。	是	否
<b>第 III 部份:</b>		
11. 我相信我所受之歧視，是基於以下原因(勾選所有適用者): <input type="checkbox"/> 種族 <input type="checkbox"/> 膚色 <input type="checkbox"/> 原國籍		
12. 指控歧視之日期: (月 / 日 / 年)		
13. 請儘量清楚和具體的說明事件發生過程，以及為什麼你認為你被歧視。說明所有涉及之人士。包括歧視你的人的姓名和聯絡資料（如知道），以及任何在場證人的姓名和聯絡資料。如需要更多空白填寫，請附上額外紙張。		

<b>第 IV 部份:</b>		
14. 你以前曾否向 <b>ACC</b> 交通部提出Title VI 投訴?	是	否
<b>第V部份:</b>		
15. 你有沒有向任何其他聯邦、州或本地機構，或任何聯邦或州法庭申訴?		
[ ] 是*      [ ] 否 如答		
是，請勾選所有適用者:		
[ ] 聯邦機構_____	[ ] 州機構 _____	
[ ] 聯邦法庭_____	[ ] 本地機構_____	
[ ] 州法庭_____		
16. 如第15題答「是」，請提供提交投訴之政府機構 / 法庭的聯絡人資料。		
姓名:		
職稱:		
機構:		
地址:		
電話:		電郵:
<b>第VI部份:</b>		
投訴之交通機構名稱:		
聯絡人:		
電話:		

投訴表格 你可以附上任何你認為與你投訴有關之任何書面材料或其他資料。

完成表格必須在下面簽名和署上日期:

簽名\_\_\_\_\_ 日期\_\_\_\_\_

請將此表格親自遞交或郵寄至以下地址:

ACC Senior Service Center  
 Attn: ACC Rides Program Manager  
 7334 Park City Drive  
 Sacramento, CA 95831  
 Phone: (916) 393-9026  
 Fax: (916) 393-9028  
[www.accsv.org](http://www.accsv.org)