

TITLE VI COMPLAINT PROCEDURES

As a recipient of federal dollars, the City of Tustin's Tustin Area Senior Center (TASC) Transportation Program 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. The TASC Transportation Program 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 the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

Procedures:

- Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the TASC Transportation Program may file a written Title VI complaint with the TASC Transportation Program, the Federal Transit Administration (FTA) or the Secretary of Transportation.
- All complaints must be in writing and signed by the complainant or his/her representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
- A signed complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary of Transportation.
- The TASC Transportation Program encourages complaints to be initially filed with the TASC Transportation Program for resolution. In cases where the complainant is dissatisfied with the resolution by the TASC Transportation Program, the same complaint may be submitted to the FTA or the Secretary of Transportation for investigation. Unless otherwise permitted, the final determination of all Title VI complaints affecting programs administered by the FTA will be made by the Office of the Secretary, Department of Transportation (DOT).
- The TASC Transportation Program Supervisor investigates complaints received no more than five days after the alleged incident and completes the TASC Transportation Program Incident Contact Form and informs the City of Tustin Parks and Recreation Director, Deputy Director, and Human Resources (HR) Department.
- Within three to five business days of receiving the complaint, the TASC Transportation Program will document and review the claim and determine jurisdiction. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 5th Floor-TCR, and 1200 New Jersey Avenue SE, Washington, DC 20590.