

## **City of Madera Title VI Complaint Procedures**

**Submission of Complaint:** If a customer believes he/she has received discriminatory treatment by the City of Madera transit system based on race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator.

The complaint must be filed no later than sixty (60) calendar days of the alleged discriminatory incident and be signed by the complainant(s). Written complaints shall include:

- Date of the alleged discrimination
- Date when the complainant(s) became aware of the alleged act of discrimination.
- Date that conduct was discontinued or the latest instance of conduct.
- Detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.

**Complaints may be filed with the City in writing and may be addressed to:**

Transit Program Manager (Compliance Coordinator)  
Grants Department City of Madera  
205 West Fourth Street  
Madera, CA 93637

**The Title VI Complaint Form is available for download at the following web sites:**

**English:**

<https://www.madera.gov/wp-content/uploads/2022/06/Title-VI-Complaint-Form-English-4.pdf>

**Spanish (Español):**

<https://www.madera.gov/wp-content/uploads/2022/06/TitleVI-Complaint-Form-Spanish-3.pdf>

A copy of the Title VI Complaint Form may also be obtained by calling 559-661-3693. The City will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

### **Investigation of Complaints**

Upon receipt of the complaint, the Compliance Coordinator will begin an investigation to determine if the City of Madera has jurisdiction. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses.

Claimant will be notified in writing of the resolution.

The complainant has ten business days from the date of the letter to send requested information to the Compliance Coordinator. If the Coordinator is not contacted by the complainant or does not receive the additional information within ten business days, the City of Madera can administratively close the case.

Upon completion of the review, the Grants Administrator (Compliance Coordinator direct report) shall make a recommendation regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City Title VI process are needed.

A case can be administratively closed if the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Compliance Coordinator will issue one of the two letter to the complainant: (1) a closure letter, or (2) a letter of finding. A closure letter summarizes the allegations and states there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

### **Appeal Process**

If the complainant is not satisfied with the resolution, he or she may appeal it to:

Human Resources Director

City of Madera – Human Resource Department

205 West 4th Street

Madera, CA 93638

### **Submission of Complaint to the Department of Transportation**

The complainant may also file a complaint directly to:

Civil Rights Officer – Region IX

US Department of Transportation Federal Transit Administration, TRO-9 90 Seventh Street, Suite 15- 300

San Francisco, CA 94103-6701