



COMPLAINT PROCEDURES

What is a Title VI Complaint?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit discrimination based on gender and other categories not listed above. Complainants are advised to research proper channels for filing complaints based on classifications not listed in this section.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of or subjected to discrimination caused by Butte County Association of Governments or Butte Regional Transit may file a written complaint with the Butte County Association of Governments, Title VI Administrator or the Federal Transit Administration (FTA).

How to File a Title VI Complaint with BCAG/BRT

The preferred method of filing a complaint is to present the complaint in writing using the Title VI complaint form, and sending it to:

Butte County Assoc. of Governments / Butte Regional Transit
Attention: Title VI Coordinator
326 Huss Drive, Suite 150
Chico, CA 95928
Tel: (530) 809-4616

A complaint form is available in hard copy at the administrative office of Butte Regional Transit or may be downloaded online at www.BLinetransit.com or www.bcag.org. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

A filed complaint must include all the following information to be considered complete.

- a) A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
- b) A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

BCAG/BRT will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

Use of a Title VI Complaint Form

Any formal Title VI complaint against BCAG/BRT must be received by the agency in written form. To facilitate this, a Title VI Complaint Form can be used and is the preferred method of receipt. Title VI compliance requires that this form exists as part of the agency's Title VI program and be made available to the public in languages other than English and in accessible formats upon request. A complaint form can be obtained via the following:

- a) By downloading from the BCAG/BRT or BCAG websites: www.blinetransit.com or www.bcag.org
- b) By calling BCAG/BRT at (530) 809-4616 to have a complaint form mailed out
- c) By picking up a complaint form at the BCAG administrative office: 326 Huss Drive, Suite 150, Chico, CA 95928.

If the Complaint is received by anyone besides BCAG/BRT's Executive Director, the individual in receipt of the Complaint shall forward it to the Executive Director or his/her designee as soon as practicable but no later than two (2) business days of receipt.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.

Samples of the Title VI Complaint Form in English, Spanish and Hmong are included as Appendix D in this plan.

Procedures for Investigating Complaints

The Executive Director or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of his/her receipt of the complaint. The Executive Director or

his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

Efforts to Contact Complainant / Provide Evidence

The Executive Director or his/her designee shall make efforts to speak with the complainant either by an in-person meeting or telephone call. At that time, the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Executive Director or his/her designee shall review and consider the response prepared by the Executive Director or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Executive Director or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

Completion of Investigation

As soon as it is practicable, but no later than twenty-five (25) business days following receipt of the initial complaint, the Executive Director or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken because of the complaint together with the timetable for completion of such action.

Appeal Process

If the complainant is not satisfied with the findings and/or action of BCAG/BRT's Executive Director or his/her designee, then the complainant may file his/her Complaint with the Chair of the Board of Directors or with the FTA's Office of Civil Rights.

If the complainant chooses to file his/her Complaint with the Chair of the Board of Directors, then the complaint and any supporting documentation should be submitted within five (5) business days of his/her receipt of the results of the Executive Director's investigation, with the Chair of the Board of Directors by providing it to Executive Director at BCAG/BRT facility. Upon review of the file, the Chair of the Board of Directors shall notify the complainant of what actions, if any, will be taken because of the review by the Chair within ten (10) business days of the Chair's notification that the complainant is not satisfied with the results of the Executive Director's investigation. The decision of the Chair of BCAG/BRT Board of Directors shall be final.

Timeline Waiver

Any timeline set forth herein may be extended by the Executive Director upon a showing of good cause.