

DISCRIMINATION COMPLAINT PROCEDURE

Any person who believes that they have been discriminated against on the basis of race, color, or national origin by Glenn Transit Service may file a Title VI complaint by completing and submitting a GTS Title VI Complaint Form. GTS investigates complaints received no more than 180 days after the alleged incident. GTS will only process complaints that are complete.

The following procedures will be followed to investigate formal Title VI complaints:

- Complaint forms are available at the offices of the Glenn Transit Service at 777 N. Colusa St., Willows, CA 95988; the Paratransit Services office at 258 N. Butte St., Willows, CA 95988; Orland City Hall at 815 Fourth Street, Orland, CA 95963; or may be downloaded from the transit website at countyofglenn.net/transportation.
- In cases where the complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Program Coordinator will interview the complainant and, if necessary, assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or their representative.
- Within 10 business days of receiving the complaint, the GTS Program Coordinator will review it to determine if GTS has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by GTS. The Glenn County ADA Coordinator will also be notified.
- If the complaint is to be investigated, additional information will be requested from the complainant or their representative. Said information must be submitted to the GTS Program Coordinator within 45 working days from the date of the original request. Failure of the complainant or their representative to submit the requested information may be considered good cause for a determination of no investigative merit.
- Within 30 days of the receipt of the complaint, the Program Coordinator shall supply the Executive Director with a status report of their investigation and/or resolution of the complaint with notification to the Glenn County ADA Coordinator.
- Within 90 working days of the receipt of the complaint, the Program Coordinator will prepare a written report for the Executive Director with a copy to the Glenn County ADA Coordinator. The report shall include the following:
 - A narrative description of the incident. Including persons or entities involved.
 - A statement of the issues raised by the complainant and the respondents reply to each of the allegations.
 - Citations of relevant federal, state and local laws, GTS policy, etc.
 - Description of the investigation, including a list of all the persons contacted and a summary of the interviews conducted.
 - A statement of the Program Coordinator's findings and recommendations for disposition.
- Upon review by the Executive Director, the report and findings will be forwarded to legal counsel for review.
- Based on the information before them, the Executive Director in consultation with legal counsel will make a determination on the disposition of the complaint. This determination shall be made within 10 working days of the Executive Director's receipt of the report from the Program Coordinator. Notice of the Executive Directors determination will be mailed to

the complainant and contractor. Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. Examples of disposition include:

- Complainant is found to have been discriminated against. GTS or its contractor is therefore in non-compliance with Title VI regulations. Reasons for the determination would be listed along with remedial actions that GTS or the contractor will take.
- Complaint is found to be without merit. Reasons would also be listed.
- If the complainant is unsatisfied with the decision, they have 30 days after the date of the Executive Director's decision letter to appeal to the Regional Transit Committee or its designee. The complainant is entitled to review the denial, to present additional information and arguments, and 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.
- The complainant may also file a complaint directly with the Federal Transit Administration, as follows: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590