

Title VI Complaint Procedures

As a recipient of federal dollars, North Valley Services is required to comply with Title VI of the Civil Rights Act of 1964 and ensure services and benefits are provided on a non-discriminatory basis. North Valley Services has 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.

Any person who believes she or he has been discriminated against based on race, color or national origin by North Valley Services may file a Title VI complaint by completing and submitting the agency's title VI Complaint Form. North Valley Services investigates complaints received no more than 180 days after the alleged incident. North Valley Services will only process complete complaints.

Within 10 business days of receiving the complaint, North Valley Services will review the complaint and send an acknowledgement letter to the complainant informing her/him whether the complaint will be investigated. North Valley Services has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, North Valley Services may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the complainant does not contact the investigator or the investigator does not receive the additional information within 10 business days, North Valley Services can administratively close the case.

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

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

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