



Calaveras Council of Governments
444 E. Saint Charles Street, Suite A
P.O. Box 280
San Andreas, CA 95249

Calaveras Council of Governments Title VI Complaint Procedures

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of **race, color or national origin** be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Title VI Complaint Procedure:

1. Any person who believes that they have been subjected to discrimination under Title VI may file a written complaint with the Calaveras Council of Governments (CCOG). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident. The complaint procedure may be obtained from the CCOG website at <http://www.calacog.org>, or may be requested by telephone at (209) 754-2094. The complaint procedure can also be obtained by writing to Calaveras Council of Governments, P.O. Box 280, San Andreas, CA 95249.
2. The complaint must be a written statement that contains all of the information identified below in sections (a) through (g).
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint (race, color, national origin).
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.

- e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
- f. Other agencies or courts where complaint has been and will be filed and a contact name.
- g. Complainant's signature and date.

A complaint form is available in hard copy at the Calaveras Council of Governments office or may be downloaded online at <http://www.calacog.org>. If the complainant is unable to write a complaint, Calaveras Council of Governments staff will assist the complainant in doing so.

The complaint may be sent to the following address:

Calaveras Council of Governments
P.O. Box 280
San Andreas, CA 95249

In addition to the complaint process described above, a complainant may file a Title VI complaint with the offices listed below:

California Department of Transportation
Attention: Title VI Coordinator
1823 14th Street, MS 79
Sacramento, CA 95811
(916) 639-6392

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.

3. Upon receipt of the complaint, the CCOG will record the complaint in a Title VI Complaints, Investigations, and Lawsuit Log. This log includes the date of investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the CCOG in response to the investigation, lawsuit, or complaint.
4. The CCOG will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. The CCOG will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, CCOG may administratively close the complaint.
6. The CCOG will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the complainant will be

contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

7. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.
8. If the complainant is dissatisfied with the written decision, he or she may file a written appeal with the Executive Director, 444 E. Saint Charles Street, Suite A, P.O. Box 280, San Andreas, CA 95249 no later than 15 days of the date of the mailing of the decision and must be signed by the complainant or by someone authorized to do so on the complainant's behalf. If deemed necessary, the Executive Director may seek assistance from the Calaveras County Risk Management Division for further investigation.