

## **Title VI Complaint Procedures**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Lake Links Inc may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Lake Links Inc investigates complaints received no more than 180 days after the alleged incident. Lake Links Inc will process complaints that are complete.

All Title VI and related statute complaints are considered formal- there is no informal process. Complaints must be in writing and signed by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color or national origin. Title VI Complaints of discrimination may be filed with:

Lake Links Inc  
Attn: Title VI Coordinator  
PO Box 3001  
Clearlake, CA 95422

Once the complaint is received, Lake Links Inc will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Lake Links Inc.

Lake Links Inc has 30 days to investigate the complaint. If more information is needed to resolve the case, Lake Links Inc may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, Lake Links Inc can administratively close the case. A case can be administratively closed also 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 that there was not a Title VI violation and that 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 30 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, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.