

Appendix B: Title VI Complaint Procedures and Form



TITLE VI COMPLAINT PROCEDURES

Filing a Title VI Complaint

Persons who believe they have been discriminated against based on race, color, or national origin by SunLine may file a complaint with SunLine by completing and submitting SunLine's Title VI Complaint Form, or submitting a verbal complaint, as described below. Complaints must be filed no later than 180 calendar days of the alleged discriminatory incident.

By Mail:

The preferred method is to file your complaint in writing using the Title VI Complaint Form and send it to:

SunLine Transit Agency
32-505 Harry Oliver Trail
Thousand Palms, CA 92276
Attn: Title VI Officer

By Phone:

Verbal complaints will be accepted and reviewed by designated SunLine staff. To make a verbal complaint, call (760) 343-3456.

Investigations

Once the complaint is received, SunLine will review it to determine if it has jurisdiction. Within 15 working days of receipt of the complaint, SunLine will notify the complainant informing the complainant whether the complaint will be investigated by SunLine. If applicable, the SunLine will begin an investigation.

The investigation will be conducted and completed within 60 days of the receipt of the complaint. If more information is needed to resolve the case, SunLine may contact the complainant. If SunLine does not receive the necessary information from the complainant within the time specified in SunLine's communication, SunLine can administratively close the investigation. An investigation may also be administratively closed if the complainant no longer wishes to pursue their complaint.

The complainant will receive a letter stating the results of the investigation within 60 days of SunLine's receipt of the complaint. The letter will state whether there was a Title VI violation and, if applicable, the actions SunLine will take to address the violation. The letter will also inform the complainant of their right to appeal the decision.

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.