



HCAOG Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Humboldt County Association of Governments (HCAOG) may file a Title VI complaint by completing and submitting HCAOG's Title VI Complaint Form, which is available in English or Spanish (translation into other languages available upon request) at the HCAOG office (611 I Street, Suite B, Eureka, CA 95501), or online at www.hcaog.net. HCAOG reserves the right not to investigate complaints received more than 180 days after the alleged incident. HCAOG will only process complaints that are complete.

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

- Within 10 business days of receiving a complete complaint form, the HCAOG Title VI Program Administrator 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 our office.
- The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.
- If more information is needed to resolve the case, HCAOG may contact the complainant by letter. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator. If the administrator is not contacted by the complainant or does not receive the additional information within 10 business days, HCAOG will administratively close the case.
- The complainant will be notified in writing of the cause to any planned extension to the 30-day rule (The investigation will be conducted and completed within 30 days of the receipt of the formal complaint.).
- A case may be administratively closed if HCAOG receives written confirmation that the complainant no longer wishes to pursue their case. Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter; or, 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that either there was not a Title VI violation or there were insufficient facts to determine whether or not there was a violation. In either case a closure letter results in the case being closed. A 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. Additionally, if the incident resulted from an inquiry by the complainant, HCAOG will respond to the inquiry by providing the complainant with relevant public information.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of HCAOG's closure letter or the LOF to submit a written appeal to the HCAOG Board of Directors. The complainant is entitled to review the denial, to present additional information and arguments, and to 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.