



211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY
Serving Los Angeles County since 1981

TITLE VI COMPLAINT PROCEDURES

1.0 PROCEDURES

Any person who believes that he/she may have been discriminated against on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation may file a complaint with 211 LA County Mobility Management Office.

Patrons with limited English proficiency, who need assistance, may contact the 211 LA County, Mobility Management Office, 526 West Las Tunas Drive, San Gabriel, California 91776; Telephone: (626) 350-1841 or via email: mobilitymanagement@211la.org.

1.0 Reporting a Complaint

The complaint must be filed within 180 days of the date of the alleged discrimination. Complaints may be sent to the 211 LA County Mobility Management Office, 526 West Las Tunas Drive, San Gabriel, California 91776. The Civil Rights Complaint Form (Attachment 1) may be accessed on the 211 LA County website at www.211la.org. The complaint must be in writing and the complainant must check any and all areas of claimed discrimination. Written complaints must be signed and provide the complainants contact information. Once completed, the complaint should be forwarded to 211 LA County Mobility Management Office.

Any 211 employee who becomes aware of a discrimination complaint should immediately contact the 211 Mobility Management Office for handling.

In addition to utilizing the civil rights complaint process at 211, a Complainant may file a complaint pertaining to race, color or national origin with the Federal Transit Administration (FTA), Office of Civil Rights, Region IX, San Francisco Federal Building, 90, 7th Street, Suite 15-300, San Francisco, California 94103.

2.0 Reviewing

The 211 LA County Mobility Management Office will review the complaint to determine whether it is within 211 LA County jurisdiction based on the following criterion: whether Complainant has alleged discriminatory treatment or harassment based on race, color, national origin, sex, age, disability, religion, medical condition, marital status or sexual orientation.

If the 211 LA County Mobility Management Office determines it has jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the review. The Complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the 211 LA County Mobility Management Office. All complaints will be investigated promptly and handled in a confidential manner.

If jurisdiction is found not to exist by 211, the complaint will be referred to the appropriate entity for resolution. The FTA Office of Civil Rights Programs, Region IX will be notified of the steps taken to resolve the complaint.



3.0 Process

The investigator will take the followings steps to investigate the alleged discriminatory act:

- Contacting the department management where the alleged discrimination took place to determine if a departmental investigation has been initiated and the results of the investigation;
- Identifying and reviewing all relevant documents, practices and procedures to determine appropriate resolution; and
- Identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or others with relevant information.

The investigation process and final investigative report is generally completed within 120 days. If no policy violation is found, and the Complainant wants to appeal the decision, he/she may appeal directly to: 211 LA County Mobility Management Office, 526 West Las Tunas Drive, San Gabriel, California 91776.

3.1 Subsequent Complaints and Amended Charges

Any subsequent complaint or amended charge should be filed utilizing the Civil Rights Complaint Form. Amended charges can also be submitted via email or other written format. The 211 LA County, Mobility Management Office will review each subsequent complaint or amendment to determine whether the subsequent complaint should stand on its own or be incorporated into the original complaint and investigation.

3.2 Completion of Investigation

Upon completion of the investigation, the Investigator prepares a final investigative report for the 211 Executive Director with a copy to County Counsel and the Manager of Civil Rights Programs. All principle parties receive written notification of the investigative findings.

3.3 Implementation of Remedial Actions

If a policy violation exists, appropriate remedial steps will be taken immediately.

DEFINITION OF TERMS

Title VI – Title VI of the 1964 Civil Rights Act prohibits discrimination on the basis of race, color, or national origin by recipients of federal financial assistance.

Equal Opportunity – requirement of non-discrimination in transit services with regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act, as amended. LACMTA also prohibits discrimination based on sex, age and disability religion, medical condition, marital status, or sexual orientation.

Discrimination – any act or failure to act, whether intentional or unintentional, which has the purpose or effect of limiting, excluding, or denying a person transit services or benefits because

of race, color, national origin, sex, age, disability, religion, medical condition, marital status, or sexual orientation.



Environmental Justice – efforts made to prevent minority communities and low-income communities from being subject to disproportionately high and adverse environmental effects.

4.0 RESPONSIBILITIES

The **211 Mobility Management Office** maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by 211 to resolve the complaint.

5.0 FLOWCHART

Not Applicable.

6.0 REFERENCES

- Title VI of the 1964 Civil Rights Act
- FTA Circular 40702.1B
- Unruh Civil Rights Act of 1959

7.0 ATTACHMENTS

Civil Rights Complaint Form