

TITLE VI COMPLAINT PROCEDURES

1. Any person who believes that they have been subjected to discrimination may file a written complaint with Western Contra Costa Transit Authority. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from our web site or call 510-724-3331 and ask for a complaint form from the General Manager, Rob Thompson or write to:

Rob Thompson, General Manager
Western Contra Costa Transit Authority
601 Walter Avenue
Pinole, CA 94564
Phone: (510)-724-3331
Fax: (510)-724-5551

Complainant may also submit a written statement that contains all of the information identified in Section 3 (steps a. through f. below).

3. The complaint will include the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint; i.e., 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 may have been filed and a contact name.
 - g. Complainant's signature and date.
 - h. If the complainant is unable to write a complaint, WCCTA staff will assist the complainant. If requested by complainant, WCCTA will provide a language or sign interpreter.
 - i. The complaint may be sent or faxed to the following address:

Western Contra Costa Transit Authority
601 Walter Avenue
Pinole, CA 94564
Phone: (510)-724-3331
Fax: (510)-724-5551

- j. The complaint may be sent via email to info@westcat.org.
 - k. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one-hundred eighty (180) calendar days of the last alleged incident.
4. WCCTA will begin an investigation within fifteen (15) working days of receipt of a complaint.

5. WCCTA will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, WCCTA may administratively close the complaint.
6. WCCTA will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
7. The WCCTA General Manager will review the report. A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the General Manager or his designee. If neither party responds, the complaint will be closed.
8. The investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.
9. WCCTA will advise complainants of their appeal rights to the appropriate federal agency.

A complainant may file a Title VI complaint directly with the Federal Transit Administration by filling a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave, SE, Washington, DC 20590

