

## **Title VI Complaint Procedures**

As a recipient of federal dollars through the 5310 Transportation Grant, the City of San Ramon is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. The City of San Ramon has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702. 1B, dated October 1, 2012.

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin during the provision of City of San Ramon services may file a formal Title VI complaint with the City's Human Services Manager.

Filing Time: Federal and State laws require complaints to be filed within one hundred and eighty (180) days of the last alleged incident.

Information required in the Complaint: A complaint form will be made available by the Human Resources Manager and will be posted on the City's web site. Complaints will be made without using the form, as long as that written statement contains all the information listed below.

All complaints should include the following information:

1. Name, address, and telephone number of the complainant.
2. The basis of the complaint; (e.g., race, color, or national origin).
3. The date(s) on which the alleged discriminatory event occurred.
4. The nature of the incident that led the complainant to feel discrimination was a factor.
5. Names, addresses and telephone numbers of persons who may have knowledge of the event.
6. Other agencies or courts where complaint may have been filed and a contact name.

### Where to File:

Complaints should be mailed or delivered to:

City of San Ramon

Administrative Services Department

Human Resources Manager

2226 Camino Ramon

San Ramon, CA 94583

Assistance for Complaints: The City's Human Resources division shall be responsible for providing assistance to those wishing to file a claim in using this procedure.

Investigation: Upon receipt of a complaint, the Human Resources Division shall investigate all charges. The investigation shall include interviews with (a) the complainant; (b) the person(s) allegedly engaged in discrimination; and (c) any other person believed to have relevant knowledge concerning the complaint. The Human Resources Division shall also consider any written evidence which is given.

Upon completion of the investigation, Human Resources shall review factual information gathered through the investigation to determine whether the alleged conduct constitutes discrimination, giving consideration to all factual information, the totality of the circumstances, including the nature of the alleged discriminatory conduct and the contest in which the alleged incident(s) occurred.

Written Report: The Human Resources Division will then prepare a written report setting forth: (1) the results of the investigation; (2) a determination as to whether discrimination occurred; (3) if discrimination occurred, the remedy which will be provided by the City. Copies of the report shall be provided to appropriate persons, including, but not limited to the complainant, the person(s) allegedly engaged in discrimination, the City Department involved, and the City Manager.

Employee Discipline: If Human Resources determine that a City employee(s) unlawfully discriminated against an individual(s), the City will take appropriate disciplinary action commensurate with the severity and/or frequency of the offense and pursuant to City disciplinary policies and procedures.

Retaliation: The City will not retaliate against potential victims for filing a complaint and will not knowingly permit retaliation by its officers and/or employees. The City will take reasonable steps to protect complainants from retaliation as a result of filing a complaint.

Public Notice of this Policy: The City shall take reasonable steps to inform the public about this policy. The Human Resources Division shall take steps to post notices of this policy and the complaint procedures at the various public reception areas in the various city offices.

Complaint Form