Appendix A

Notice to the Public, Complaint Procedures, and Form
Appendix A
Title VI Program Update 2017
Appendix A - Notice to the Public, Complaint Procedures, and Form

Bus and Light Rail
Title VI Decal

Regional Transit

Title VI Public Notice

Title VI of the Civil Rights Act of 1964 requires that "No person in the United States shall...
be denied the benefits of, or be subjected to discrimination under any program or activity...
received federal financial assistance." Any person who believes he or she has been discriminated against by RT may file a signed
written complaint with RT within 180 days of the date of alleged discrimination either by:

Mail
Sacramento Regional Transit District
Customer Advocacy Department
P.O. Box 2110
Sacramento, CA 95812-2110

In Person
Sacramento Regional Transit District
Customer Advocacy Department
1409 28th Street, 2nd Floor
Sacramento, CA 95816

Convocatoria Pública Título VI

El Título VI de la Ley de Derechos Civiles de 1964 establece que "Ninguna persona en los
Estados Unidos deberá, por motivos de raza, color, o país de origen, ser excluida de participar en, ser negado los beneficios de, o ser sujeto a discriminación bajo cualquier
programa o actividad que reciba asistencia financiera federal.

Cualquier persona que cree que él o ella ha sido discriminada por RT puede presentar una
queja por escrito y firmada a RT en un plazo de 180 días siguientes a la fecha de la supuesta
discriminación, ya sea por:

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Customer Advocacy Department
P.O. Box 2110
Sacramento, CA 95812-2110

En Persona
Distrito de Tránsito Regional de Sacramento
Departamento de Apoyo al Cliente
1409 28th Street, 2nd Floor
Sacramento, CA 95816

Regional Transit

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916-557-4545 • www.sacrt.com
Online Notice and Procedures
http://www.sacrt.com/TitleVI.stm
Online Notice and Procedures
http://www.sacrt.com/TitleVI.stm

What happens to the complaint after it’s submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by RT will be directly addressed by RT. RT will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, RT will make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days. Please note that a complainant’s failure to respond to any requests for additional information or to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

RT will send a final written determination letter to the complainant. In a letter notifying complainant that the complaint is not substantiated, the complainant will also be advised of his or her right to appeal and the appeal process within seven calendar days of receipt. Every effort will be made to respond to the Title VI complaints within 30 working days of receipt, if not sooner.

If you need more information on RT’s Title VI policy or assistance in filing a Title VI complaint, please call RT’s Customer Advocacy Department at 916-557-4545.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration, Region IX
Office of Civil Rights
201 Mission Street, Suite 1650
San Francisco, CA 94105-1839

Si usted necesita más información en el Título VI políctica o ayuda con la clasificación de un Título VI queja, por favor llame 916-557-4545.

Если Вы нуждаетесь в большем количестве информации относительно Названия РЕАЛЬНОГО МАШТБА ВРЕМЕНИ шесть политики или помощь с регистрацией Названия VI жалоб, пожалуйста звоните 916-557-4545.

如果您需要更多的RT的标题六，政策或提起第六章申诉援助的信息，请致电916-557-4545。

Nếu bạn cần thêm thông tin về chính sách của RT sau đề nghị hỗ trợ nộp đơn khiếu nại VI, xin vui lòng gọi 916-557-4545.

Yog koj xav paub ntxiv txog RT txoj cai ntawm Title VI los yog xav tau kev pab ua Title VI tsab ntawv tsis txais siab, thov hu rau 916-557-4545.
Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

If you believe you have received discriminatory treatment by Sacramento Regional Transit District (RT) on the basis of your race, color, or national origin, you have the right to file a complaint with RT. The complaint must be filed within 180 calendar days of the alleged discriminatory incident.

The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

Complete and return this form by mail to the Customer Advocacy Department, P.O. Box 2110, Sacramento, CA 95812 or in person to 1409 28th Street 2nd Floor, Sacramento, CA 95812.

1. Complainant’s Name: ________________________________
2. Address: _________________________________________
4. Contact Number: ___________ Cell __ Home ___ Work ___
5. Person discriminated against (if someone other than the complainant):
   Name: ________________________________
   Address: ________________________________
   City: ______________ State: ________ Zip Code: ________
6. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:
   a. Race/Color: ____
   b. National Origin ____
7. What date did the alleged discrimination take place?
   ________________________________

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8. In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

________________________________________

9. Have you filed this complaint with any federal, state, or local agency; or with any federal or state court? Yes ______ No ______

If yes, check each that applies:

Federal Agency ______ Federal Court ______ State Agency ______

State Court ______ Local Agency ______

10. Please provide information about a contact person at the agency/court where the complaint was filed.

Name: __________________________________________

Address: ________________________________________ City: ________________

State: _____ Zip Code: _________ Phone Number: ______________________

11. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

_____________________________    ________________
Complainant’s Signature        Date