

TITLE VI DISCRIMINATION COMPLAINT PROCESS: HOW TO FILE A COMPLAINT

Background:

The California Transportation Commission (Commission) plays a significant role in delivering California's transportation program. To ensure compliance with Title VI, the Commission has identified relevant activities subject to Title VI and incorporated practices to ensure compliance. The following describes the Commission's Title VI complaint process.

Complaint Process:

The Commission, under Title VI of the Civil Rights Act of 1964, ensures *"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."* Related federal statutes and state law further those protections to include sex, disability, religion, sexual orientation, and age.

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability or age may file a nondiscrimination complaint within 180 days of the alleged incident. For guidance on how to file a complaint, or to obtain more information, please contact Zilan Chen, Deputy Director Administration and Financial Management at (916) 654-4245 or email ctc@catc.ca.gov. Complaint forms are available at the phone number noted above or the website at www.catc.ca.gov or at the California Transportation Commission located at 1120 N Street, MS 52, Sacramento, CA. The Commission will only process complaints that are complete, which include the complainant's contact information, details of the alleged discrimination, and the complainant's signature.

The Commission will evaluate complaints received and forward all Title VI related complaints to Caltrans for investigation. For any complaints related to State only activities, a determination will be made if the activities are performed by Caltrans or the Commission. For Caltrans related activities, complaints will be forwarded to the Caltrans Title VI Coordinator for investigation. For Commission related activities, complaints will be evaluated and a determination made if they should be forwarded to the California Department of Fair Employment and Housing or processed in accordance with the Commission's Equal Employment Opportunity Discrimination Complaint Rights and Process Policy.

Complaints may also be filed directly with the responsible agency. For Title VI, complaints may be filed through the U.S. Department of Transportation's Office of Civil Rights, East Building, 8th Floor E81-105, 1200 New Jersey Ave., SE, Washington, DC 20590. For complaints related to State only activities, complaints may be filed with the California State Department of Fair Employment and Housing either on-line at www.dfeh.ca.gov or 2218 Kausen Drive, Suite 100, Elk Grove, CA 95758.