

Title VI Complaint Procedures

The City is required to develop procedures for investigating and tracking Title VI complaints filed against the City and to make these procedures for filing a complaint available to the general public. As such, the complaint procedures and complaint form are available on the City's website. The following complaint procedures have been established for the City's Title VI Program:

A. City of Cerritos Title VI Complaint Procedures

1. Submission of Complaint

If a passenger believes he/she has received discriminatory treatment by a City of Cerritos transit employee on the basis of race, color or national origin, the passenger will have the right to file a complaint with the City. The complaint must be filed within sixty (60) calendar days of the alleged discriminatory incident, either in-person or by mail to:

City of Cerritos
Department of Community Development
18125 Bloomfield Avenue
Cerritos, CA 90703

Title VI complaint forms are available in English, Chinese, Korean, Spanish, and Tagalog (listed in alphabetical order).

2. Investigation of Complaints

Upon receipt of a complaint, the City will work with the transit contractor as appropriate to investigate the complaint. The investigation may include discussion(s) of the complaint with all affected parties to determine the issue. Based on information received, the City and transit contractor will prepare an investigation report for submittal to the Advance Planning Manager. The complainant will receive a letter from the City and/or transit contractor regarding the decision/findings of the investigation within forty-five (45) calendar days of receipt of the complaint.

If more time is needed to review the complaint, the City will notify the complainant of the estimated time-frame for completing the review. Upon completing the review, the City shall make a recommendation in writing to the transit contractor regarding the merit of the complaint, whether remedial actions are available to provide redress, and whether improvements to the City's Title VI process are needed.

3. Request for Reconsideration

If the complainant disagrees with the City's and transit contractor's decision/findings, the complainant may request reconsideration by submitting a written request to the Director of Community Development within ten (10) calendar days of receipt of the City's decision. The complainant shall provide a detailed description of the request for reconsideration. The Director of Community Development will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) calendar days. When the Director of Community Development agrees to reconsider the matter, the complaint shall be returned to the City's transit staff for re-evaluation in accordance with the "Investigation of Complaint" procedures described previously.

4. Appeal Process

If the request for reconsideration is denied, the complainant may appeal the Director of Community Development's response by submitting a written request to the City. The appeal request will be forwarded to the City Manager for final determination.

5. Submission of Complaint to the Department of Transportation

If the complainant is dissatisfied with the City's resolution of the complaint, he/she may submit a complaint to the Department of Transportation for investigation:

Federal Transit Administration
Office of Civil Rights
Attention: Compliant Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

In accordance with Chapter 9, Complaints, of FTA Circular 4702.1B, such a complaint must be filed within 180 calendar days of the date of the alleged discrimination.

The City has developed a Title VI Complaint Form to document all complaints received by the City and/or transit contractor. This form is available on the City's website and at the City of Cerritos, Department of Community Development, 18125 Bloomfield Ave, Cerritos, CA 90703 (see Attachment C, Complaint Form). This form is available in English, Chinese, Korean, Spanish, and Tagalog (listed in alphabetical order).