



City of El Segundo

CITY OF EL SEGUNDO TITLE VI COMPLAINT PROCEDURES

Procedures: As a subrecipient of federal dollars, the City of El Segundo 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 El Segundo 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 she or he has been discriminated against on the basis of race, color, or national origin, religious creed, ancestry, disability, medical condition, marital status, sex or age by the City of El Segundo may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form, online at: <http://www.elsegundo.org/government/title-vi-program>

Once completed, the complaint should be forwarded to:

**City of El Segundo
City Clerk's Office
350 Main Street
El Segundo, CA 90245**

City of El Segundo investigates complaints received no more than 180 days after the alleged incident. City of El Segundo will only process complaints that are complete.

Within 10 business days of receiving the complaint, the City of El Segundo will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The City of El Segundo has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, the City of El Segundo may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days the City of El Segundo may administratively close the case.

A case may be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations of the alleged incident, states that the investigation of the complaint is complete, concludes whether allegations were founded/unfounded, and explains that appropriate action has been taken by the City. If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at:

**FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590**