

## **Title VI Civil Rights Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Palmdale (hereinafter referred to as "City") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City of Palmdale investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City 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.

Upon review of the complaint, the City 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 and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff, or other action will occur.

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.