

SECTION 3: COMPLAINT PROCEDURES

“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.” (42 U.S.C. Section 2000d)

The City of Dinuba is committed to ensuring that no person shall be excluded from the equal distribution of Dinuba Area Regional Transit (DART) services and amenities because of race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

How to File a Title VI Complaint with the City of Dinuba

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin with regard to any City of Dinuba transit service, program, activity, or facility may file a Title VI complaint by completing and submitting the City’s Dinuba Area Regional Transit Title VI Complaint Form. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. In the event the complainant is unable or incapable of providing a written statement, the City of Dinuba will, if necessary, assist the complainant in converting verbal complaints to writing through an interview process. The complainant or her/his representative will sign all complaints. The City of Dinuba will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

Complaint Forms can be obtained at:

- Dinuba Transit Center, 180 W. Merced St., Dinuba, CA 93618
- Dinuba Public Works Services, 1088 E. Kamm Ave., Dinuba, CA 93618
- The City of Dinuba’s website <http://www.dinuba.org/public-transit>

All complaints alleging discrimination should be submitted in writing directly to the City at the address listed below. The City’s Business Manager/Title VI Administrator or her/his designee shall be responsible for overseeing investigations and responses to complaints of discrimination.

City of Dinuba
Attn: Business Manager/Title VI Administrator
1088 E. Kamm Ave.
Dinuba, CA 93618

Within 10 business days of receiving a written complaint, the City’s Business Manager/Title VI Administrator or her/his designee shall send a letter to the complainant acknowledging receipt of the complaint and providing the complainant with a contact name and phone number of the City personnel assigned to investigate the complaint.

The City will conduct and complete an investigation within 30 days following receipt of the initial complaint. If more information is needed to resolve the complaint, the City may contact the

complainant. The complainant has 10 business days from the date of the request to send the additional information to the investigator assigned to the case (Title VI Administrator or her/his designee). If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the City can administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue their case.

After investigation of a complaint, a written statement of findings summarizing the allegations and outlining a process for resolution of the complaint will be provided to the complainant. If no action is taken, the response will state the reasons for the decision and the procedures for the complainant to appeal the decision. City employees' and service contractor personnel files are confidential; therefore, specific information on disciplinary actions resulting from complaints will not be divulged.

If the complainant is not satisfied with the decision, she/he has 30 days after the date of the City's findings letter to appeal to the City. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e. a decision by a person not involved with the initial decision to deny eligibility). The complainant will be notified in writing of the decision of the appeal and the reasons for it.

Any timeline set forth herein may be extended by the City upon a showing of good cause. The complainant will be notified in writing of such a change.

The complainant may also file a complaint directly with the Federal Transit Administration, by contacting:

FTA Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor – TRC
1200 New Jersey Ave., SE
Washington, DC 20590

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

If information regarding the City's Title VI complaint procedures is needed in Spanish, please contact (559) 591-DART/591-3278.

Si se necesita información sobre los procedimientos de queja del Título VI de la Ciudad en español, llame al (559) 591-DART/591-3278.