



RABA TITLE VI COMPLAINT PROCEDURES

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds 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.” Note that Title VI does not address gender discrimination. It only covers race, color, and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin, has been excluded from, denied the benefits of, or subjected to discrimination by the Redding Area Bus Authority (RABA) may file a written complaint with RABA or the Federal Transit Administration (FTA).

Filing a Complaint with RABA

The preferred method of filing a complaint is to file your complaint in writing using the RABA Title VI Complaint Form and sending it to:

**RABA Administration
Attention: Title VI Administrator
777 Cypress Avenue
Redding, CA 96001**

The complaint form is available in hard copy at RABA Administration (777 Cypress Avenue, Redding, CA) or can be downloaded at rabaride.com. By calling (530) 225-4170 a complaint form can be mailed. Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations, and Lawsuit Log. This log includes the date of the investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and, actions taken by the recipient or subrecipient in response to the complainant.

Should a complaint be filed with RABA and an external agency simultaneously, the external complaint shall supersede the RABA complaint and RABA’s complaint procedures will be suspended pending the external agency’s findings.

If filed with RABA, the Title VI Administrator will begin an assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the



information received, the Title VI Administrator will prepare a draft written response subject to review by the RABA Executive Director. If more time is required, the Title VI Administrator shall notify the complainant of the estimated time frame for completing the review, not to exceed sixty (60) calendar days of the receipt of the formal complaint. If appropriate, RABA may administratively close the complaint.

If a final written response is determined to be needed, the complainant will receive a letter stating the final decision of the RABA Executive Director and the complainant will be advised of his/her right to file a complaint with the FTA, Office of Civil Rights should the complainant feel dissatisfied with the decision.

Filing a Complaint with the FTA

To file a complaint with the FTA, fill out the FTA Civil Rights Complaint Form and mail it to:

**Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590**

The complaint form may be downloaded from the FTA website.

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

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.