



### Title VI Complaint Process

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), Volunteer Center Senior Transportation operates without regard to race, color, age, sex, sexual orientation, gender identity, or national origin. Any person who believes he or she has been discriminated against by Lift Line on the basis of race, color, age, sex, sexual orientation, gender identity, or national origin may file a Title VI complaint.

If the complainant is unable to write a complaint, a representative may file on his or her behalf, or Volunteer Center staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. Volunteer Center will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by Volunteer Center within 5 days of request\*.
2. Volunteer Center will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of Title VI regulations.
3. Volunteer Center will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified.
4. A written investigation report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.
5. A closing letter will be provided to the complainant. The complainant will have 5 business days from receipt of the closing letter to file an appeal. If no appeal is filed, the complaint will be closed.
6. Volunteer Center will forward a copy of the investigation report to the appropriate federal agency, if required.

\*Volunteer Center will process and investigate all complaints that meet the requirements of Title VI discrimination. If the complainant fails to provide required information within the required time frame, the complaint may be closed.

Complaint forms should be mailed to 1740 17th Ave. Santa Cruz, CA 95062  
You may contact Donna Patters, Human Resources Director at 831-427-5070.

**TITLE VI COMPLAINT FORM**

**Section I:**

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Street Address Apartment/Unit #*

\_\_\_\_\_

*City State ZIP Code*

Telephone (Home/Cell) : \_\_\_\_\_ Telephone (Work) \_\_\_\_\_

Email Address: \_\_\_\_\_

Do you required an accessible format?: \_\_\_\_\_  
*Large Print TTY/TDD Audio Tape Other*

**Section II:**

Are you filling this complaint on your own behalf? (Circle) **Yes** **No**

If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for who, you are filing:

Full Name: \_\_\_\_\_  
*Last First M.I.*

Have you obtain permission from this person? **Yes** **No**

Please describe the alleged discrimination incident. Provide the names and titles of all Volunteer Center employees involved if available. Explain what happened and who you believe was responsible

**Section IV:**

Have you previously filed a Title VI complaint with Volunteer Center? **Yes** \_\_\_\_\_ **No** \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Section V:**

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_  Federal Court: \_\_\_\_\_

State Agency: \_\_\_\_\_  State Court: \_\_\_\_\_

Local Agency: \_\_\_\_\_  Local Court: \_\_\_\_\_

Please provide contact information for the person you spoke to at the above agency:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**You may attach any writing materials or other information that you think is relevant to your complaint your signature and date are requires bellow:**

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

Volunteer Center operates without regard to race, color, or national origin. If you need assistance completing this form, contact Volunteer Center at: (831) 427-5070