

IV. Title VI Complaint Procedures

As a sub recipient of federal dollars, Valley Village is required to comply with Title VI Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. Valley Village 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

Reporting

Any person who believes that he/she may have been discriminated against on the basis of race, color, or national origin by Valley Village may file a Title VI complaint by submitting a Title VI Complaint Form. Valley Village also prohibits discrimination based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

The complaint must be filed within 180 days of the date of the alleged discrimination. Complaints are to be submitted to Valley Village, 20830 Sherman Way, Winnetka, CA 91306, to the Title VI Human Resources Department. Valley Village will only process complaints that are complete. The Title VI complaint form and complaint procedures are available at our administrative offices and on our website. In addition to utilizing the civil rights complaint process at Valley Village, a complaint pertaining to race, color or national origin may be filed directly at:

Federal Transit Administration (FTA)
Office of Civil Rights
1200 New Jersey Ave SE
Washington, DC 20590

Reviewing

The Title VI Human Resources Department will review the complaint to determine whether it is within Valley Village jurisdiction based on the following criterion: discriminatory treatment based on race, color and national origin. In addition, the Title VI Human Resources department will also review discriminatory treatment based on sex, age, disability, religion, medical condition, marital status or sexual orientation.

If the complaint is determined under Valley Village jurisdiction, an investigator will be assigned to conduct an investigation within 24 hours of the review. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by the Title VI Human Resources Department. If jurisdiction is found not to exist within the Title VI Human Resources Department but does exist in another department, the complaint will be forwarded to the appropriate department for resolution. All complaints will be investigated promptly and handled in a confidential manner.

Investigation Process

The investigator will take the following steps to investigate the alleged discriminatory act:

- contacting the department management where the alleged discrimination took place to determine if a departmental investigation has been initiated and the results of the investigation.
- Identifying and reviewing all relevant documents, practices, and procedures to determine appropriate resolution; and
- Identifying and interviewing persons with knowledge of the alleged discrimination, such as the Complainant; witnesses; others identified by the Complainant; people who may have been subject to similar activity; or others with relevant information.
- The investigation process and final investigative report generally completed within 120 days. If no policy violation is found, and the complainant wants to appeal the decision, he/she may appeal directly to Valley Village, Executive Director at 20830 Sherman Way, Winnetka, CA 91306.

Upon completion of the investigation, the Investigator prepares a final investigative report for the Title VI Human Resources Department Manager with a copy to the Executive Director. All principal parties will receive written notifications of the investigative findings and closure statements.

Tracking

Valley Village's Title VI Human Resources Department maintains a log of all complaints received. The log includes the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by Valley Village to resolve the complaint.
