



## **Title VI Complaint Procedures**

Any person who believes they were subjected to discrimination by the Cathedral City Public Works Department programs or activities because of their race, color, or national origin may file a written Title VI complaint with the Public Works Department Title VI Coordinator within 180 days of the alleged discriminatory act(s).

Complaints should be signed and submitted in writing using one of the contact methods provided below. If a complaint is submitted via phone, Public Works staff will make best efforts to transcribe the allegation on a complaint form and provide it to the complainant for confirmation or revision and signature before processing. If submitted via email, the email should include the signed and dated complaint as an attachment. Any person requiring reasonable accommodation may contact the Title VI Coordinator to obtain assistance in filing a complaint. A copy of the complaint form is available online at: [www.cathedralcity.gov/departments/engineering/Title-VI](http://www.cathedralcity.gov/departments/engineering/Title-VI)

Complaints may be submitted to the Public Works Department Title VI Coordinator using one of the following contact methods:

U.S. Mail: Title VI Coordinator  
68700 Avenida Lalo Guerrero  
Cathedral City, CA 92234

Email: [jcorella@cathedralcity.gov](mailto:jcorella@cathedralcity.gov)

Phone: 760-770-0327

The Public Works Department Title VI Coordinator will process complaints received within 180 days of the alleged discriminatory act(s). The Title VI Coordinator will only process complaints that are complete, which include, at a minimum, the following:

- Complainant's contact information;
- Date(s) of the alleged discriminatory act(s);
- Details of the alleged discrimination;
- Identification of the respondent
- Basis for the complaint (e.g., race, color, or national origin); and
- Signature of the complainant or complainant's representative.

After receiving a complaint, the Title VI Coordinator will record it in a complaint log and forward it to the Caltrans Office of Civil Rights (OCR). After receiving the complaint, OCR will determine which federal administering agency has jurisdiction to investigate/process the complaint as outlined on the following page. An internal investigation may also be conducted.

In accordance with Cathedral City Personnel Rules, contractors employed by the city are covered under the personnel policy against discrimination, harassment, and retaliation. Complaints received from contractors against the Cathedral City Public Works Department shall also be immediately notified to the Cathedral City Human Resources Manager. The Cathedral City Human Resources Department will investigate in accordance with Section

## 204.3 Complaint Procedures.

### **Title VI Complaints Processed Under the Federal Highway Administration (FHWA)**

Title VI complaints filed with Caltrans in which Caltrans is named as the Respondent will be forwarded to the FHWA Division Office. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and forwarded to the FHWA.

Per the FHWA Guidance Memorandum, Processing of Title VI Complaints, dated June 13, 2018, all Title VI complaints received by a sub-recipient (City of Cathedral City) are to be forwarded to Caltrans to be submitted to FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov. If Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

### **Caltrans Office of Civil Rights (OCR) Investigation Process**

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the complainant. The complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within ten business days, OCR can administratively close the case. The case can also be administratively closed if the complainant no longer wishes to pursue their case.

OCR will consult with HCR regarding the disposition of the complaint. HCR will undertake disposition of the complaint through either (1) informal resolution or (2) issuance of a Letter of Finding of Compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to all parties via the FHWA California Division Office.

A person may also file a complaint directly with:

Federal Highway Administration  
U.S. Department of Transportation Office  
of Civil Rights  
1200 New Jersey Avenue, SE  
8th Floor E81-105 Washington, DC  
20590

Federal Transit Administration Civil  
Rights Division Attention: Complaint  
Team East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590