

## CITY OF LONG BEACH



### **TITLE VI COMPLAINT POLICY & PROCEDURE**

Title VI of the Civil Rights Act of 1964 (“Title VI”), 42 U.S.C. § 2000d, *et seq.*, prohibits discrimination against any individual on the basis of race, color and/or national origin in programs and activities receiving federal financial assistance. As a recipient of federal funding for transportation-related programs and projects, the City of Long Beach is subject to Title VI. Thus, the City hereby promulgates the following procedure for processing Title VI complaints.

#### **I. Making a Complaint to the Title VI Compliance Officer**

If you feel that you have been discriminated against (on the basis of race, color and/or national origin) by the City in its provision of transportation-related services, you may submit a formal complaint. This complaint must be submitted in writing, and directed to the City’s duly-designated Title VI Compliance Officer. Currently, the Title VI Compliance Officer is Asia Garcia, and complaints can be submitted to her by postal mail or electronic mail. Ms. Garcia’s mailing address is: Long Beach City Hall, 1 West Chester Street, Long Beach, NY 11561, and her email address is [agarcia@longbeachny.org](mailto:agarcia@longbeachny.org). Additionally, if you have any questions about the complaint submission process, Ms. Garcia can be reached by telephone at (516) 431-7219. However, you are reminded that complaints must be submitted to the Title VI Compliance Officer in writing in order to be registered as an official complaint. Verbal complaints to the Title VI Compliance Officer and/or any other City official or employee will not trigger the City’s Complaint Review Procedure (see Section III, below).

#### **II. Substance of Your Complaint**

Your written Title VI complaint must include the following information:

- Your name (printed)
- Your address and telephone number(s)
- A statement that describes the precise discrimination that you feel you have been subjected to. Be sure to name the particular transportation-related service that you feel is being provided in a discriminatory manner, and please set forth the basis for your belief.
- Your signature
- The date

\*\*\*\*Failure to provide this information may and will impede the City's investigation of your complaint. If any of the above information is omitted, and/or if the City requires any supplemental information to process your complaint, the City will contact you. Should it do so, you are required to cooperate fully with the City by providing any supplemental information that is requested from you. Moreover, the City may set submission deadlines in its requests for supplemental information. Failure to comply with these deadlines, and/or to provide any of the requested information, will result in the immediate dismissal of your complaint.

### **III. Investigation of Your Complaint (Complaint Review Procedure)**

Once your complaint and/or any supplemental information (subsequently requested by the City) is received, your complaint will be processed. Specifically, the Title VI Compliance Officer will commence an investigation of your allegations. During this investigation, you may be asked to participate in a telephonic and/or an in-person interview. You may also be asked to provide additional information. Failure to comply with any of the foregoing will result in the immediate dismissal of your complaint.

Once the Title VI Compliance Officer has completed his/her investigation, he/she will present his/her findings and recommendations to the City Manager of the City of Long Beach. The City Manager is free to adopt the Title VI Compliance Officer's findings and/or recommendations in whole or in part, or to reject them altogether. Further, the City Manager may modify any findings and/or recommendations, and adopt them accordingly. The City Manager's determination shall constitute a final disposition with respect to your complaint.

### **IV. Notification of Results**

You will be notified as to the results of the City's investigation within a reasonable time after the City Manager has completed his/her review. Anytime prior to this, you may contact the Title VI Compliance Officer to ascertain the status of the investigation.