



**City of La Habra Heights**  
**1245 N. La Habra Heights**  
**La Habra Heights, CA 90631**  
**(562)694-6032**

## **Title VI Public Brochure**

### **WHAT IS TITLE VI?**

Title VI is a statute provision of the Civil Rights Act of 1964.

"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."

### **WHAT DOES THIS MEAN?**

The City of La Habra Heights strives to ensure that access to and use of all programs, or benefits derived from any activity will be administered without regard to race, color, national origin, sex, age, disability or socioeconomic status. The City of La Habra Heights prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled
- Different standards or requirements of participation
- Separate treatment in any part of the program
- Differences in quality, quantity or manner in which the benefits are provided
- Discrimination in any activities conducted in a facility built in whole or part with Federal funds

### **ARE YOUR RIGHTS BEING VIOLATED?**

If you believe the City of La Habra Heights has denied you access, benefits or excluded you from participation on services because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a complaint with the City of La Habra Heights. File a written complaint within 180 days of the alleged act of discrimination. If you are not capable of providing a written statement, a verbal complaint of discrimination will be accepted.

Provide as much detail as possible, sign the complaint and mail it to:

Title VI Coordinator  
City of La Habra Heights  
1245 Hacienda Rd.

La Habra Heights, CA 90631

An investigation will begin within 15 working days of receipt of the complaint. The complainant will be contacted in writing within 30 working days. The complainant may be interviewed as part of the investigative procedures.

The City of La Habra Heights will strive to complete the investigation within 90 days of receipt of the complaint.

### **LIMITED ENGLISH PROFICIENCY**

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency. It is a priority of the City of La Habra Heights to provide timely, reasonable, effective and meaningful access for LEP persons to all its programs and activities.

All staff shall provide free language assistance services to LEP individuals with whom they encounter or whenever an LEP person requests language assistance services.

All staff is to ensure the public is treated with dignity and respect, identify the language needs for La Habra Heights' transit customers, and utilize available bilingual resources to assist customers, when needed.

At minimum the City of La Habra Heights will:

- Provide interpreter services into Spanish at public meetings, as needed
- Translate Dial-A-Ride brochures into Spanish
- Identify an employee and/or volunteer to provide basic translation for public counter service

This brochure is available in alternative formats upon request. For alternative formats or for more Title VI information, call (562) 694-6302.