



City of La Habra Heights

How to file a Title VI Complaint?

The City of La Habra Heights is the recipient of federal transportation funding and operates its programs without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes that he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of La Habra Heights.

For more information on the City of La Habra Heights' civil rights program, and the obligations and procedures to file a complaint, or if information is needed in another language contact (562)694-6302, email gyap@lhcity.org or visit La Habra Heights City Hall at 1245 N. Hacienda Rd. La Habra Heights, CA 90631.

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- The complainant's name, mailing address, and how to contact them (i.e., telephone number, email address, etc.)
- How, when, where and why the complainant believes he or she was discriminated against, including such information as the location, names and contact information of any witnesses
- Other information that deemed significant

The Title VI Complaint Form (see Attachment C) may be used to submit the complaint information. The complaint may be filed in writing to the Title VI Coordinator with the City of La Habra Heights at the following address:

Title VI Coordinator
1245 N. Hacienda Rd.
La Habra Heights, CA 90631

NOTE: The City of La Habra Heights encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily.

For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the City of La Habra Heights will be directly addressed by the City of La Habra Heights. The City of La Habra Heights shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of La Habra Heights shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven (7) days (Attachment D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

The City of La Habra Heights will send a final written response letter (see Attachment E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Attachment F), the complainant is also advised of his or her right to:

- 1) Appeal within seven (7) calendar days of receipt of the final written decision from the City of La Habra Heights; and/or
- 2) File a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner

Once sufficient information for investigating the complaint is received by the City of La Habra Heights, a written response will be drafted subject to review by the City of La Habra Heights attorney. If appropriate, a City of La Habra Heights attorney may administratively close the complaint. In this case, the City of La Habra Heights will notify the complainant of the action as soon as possible.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor — TCR
1200 New Jersey Ave., SE
Washington, DC 20590