



The Mission of the Dayle McIntosh Center is access and independence by, and for, people with disabilities

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the bases of race, color, or national origin by the Dayle McIntosh Center (hereinafter referred to as “DMC”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Dayle McIntosh Center investigates complaints received no more than 180 days after the alleged incident. DMC will process complaints that are complete.

Once the complaint is received, DMC will review it to determine if our agency has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our agency.

DMC has 30 days to investigate the complaint. If more information is needed to resolve the case, DMC may contact the complainant. The complainant has 15 business days from the date of the letter to send 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 15 business days, DMC can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training to the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint with the OCTA at

www.titleviinformation/complaintOCTA.net/aboutus/titlevi

or federal transit administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE Washington, DC 20590



TITLE VI COMPLAINT FORM

SECTION 1

Name:

Address:

Postal Code

Phone

FAX

E-mail

ACCESSIBLE FORMAT REQUIRMENTS?

Large Print:	TDD:	Audio Tape:	Other:
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SECTION 2

Are you filing this complaint on your own behalf?

Yes*

No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:
Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party?

Yes

No

SECTION 3

I Believe the discrimination I experienced was based on (check all that apply):

() Race

() Color

() National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

SECTION 4

Have you previously filed a Title VI complaint with this agency?

Yes

No

SECTION 5

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

() Yes

() No

If yes, check all that apply:

() Federal Agency: _____

() State Agency: _____

() Federal Court: _____

() Local Agency: _____

() State Court: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

SECTION 6

Name of Agency Complaint is against:

Contact Person:

Title:

Telephone Number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person or mail to the address below...
Dayle McIntosh Center
501 N. Brookhurst Street #102
Anaheim, CA 92801