

## **Title VI Complaint Procedures**

Jewish Family Service has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

### **How To File A Title VI Complaint**

Title VI Complaint forms and procedures may be requested by phone, in writing or via agency website.

A written and signed agency complaint form may be filed up to one hundred and eighty (180) days from the date of the alleged discrimination. Jewish Family Service San Diego will only process complete agency complaint forms.

The Title VI Complaint Form may be used to submit the complaint information. The complaint must be filed in writing with JFSSD at the following address in order for JFSSD to properly investigate any allegation of discrimination.

Dana Toppel, Chief Program  
Officer Jewish Family Service of  
San Diego Turk Family Center  
8804 Balboa Avenue  
San Diego, CA 92123  
Fax: (858) 637-3001  
Email: [CPOOffice@JFSSD.org](mailto:CPOOffice@JFSSD.org)

**NOTE:** JFSSD encourages all persons filing a complaint for discrimination to use Certified Mail through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile ("fax") or email, an original, signed complaint must also be mailed to the Title VI Coordinator as soon as possible, but not later than one hundred eighty (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 transportation service or benefit provided by JFSSD will be directly addressed by JFSSD for investigation. JFSSD shall also provide appropriate assistance to anyone who files a complaint, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, JFSSD shall make every effort to address all complaints in a timely and thorough manner.

A letter acknowledging receipt of the complaint will be mailed within ten (10) days. Please note that if a person who has filed a complaint does not respond to any request(s) for additional information from JFSSD within ten (10) days, the complaint may be closed and no further investigation will take place.

Jewish Family Service has thirty (30) days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the thirty (30) day rule.

## **How Will The Complainant Be Notified Of The Outcome Of The Complaint?**

A representative of JFSSD will send a final written response letter to the person filing the complaint. Various methods of resolution exist.

1. ***Substantiated Complaints*** -- If the complaint is substantiated and it appears that discrimination on the basis of race, color or national origin has occurred, this Title VI program and procedures prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken according to the agency's disciplinary procedures
2. ***Unsubstantiated Complaints*** -- If there is insufficient evidence to either prove or disprove the allegation(s) of Title VI discrimination, both parties to the complaint will be informed of the reason(s) for this disposition.
3. ***Unfounded Complaint*** – If it is determined that an act reported pursuant to this Title VI program/procedure did not in fact occur, a finding of “unfounded” shall be made.

If a complaint is found to be unsubstantiated, JFSSD will send a letter notifying the person filing the complaint. In the letter, the person who filed the complaint will also be advised of his or her right to:

1. Provide additional information to JFSSD for consideration of the complaint within seven (7) calendar days of receipt of the final written decision from the Title VI Coordinator, 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 sixty (60) working days of receipt of such complaints.

In addition to the complaint process described above, a Title VI complaint may be filed 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  
205904

## Title VI Complaint Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Telephone (include area code) \_\_\_\_\_ Best Time to Reach You \_\_\_\_\_

Were you discriminated against because of:

Race    National Origin    Color    Other \_\_\_\_\_

Date of alleged incident \_\_\_\_\_

**Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include names and contact information of any witnesses (please use back of form if more space is needed).**

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Have you filed this complaint with any other federal, state, or local agencies? **(Circle one) Yes/No**  
If so, list agency/agencies and contact information below:

Agency \_\_\_\_\_ Contact Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Phone \_\_\_\_\_

Agency \_\_\_\_\_ Contact Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Phone \_\_\_\_\_

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

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

Please complete and mail this form to:  
Dana Toppel, Chief Program Officer  
Jewish Family Service of San Diego  
Turk Family Center  
8804 Balboa Avenue  
San Diego, CA 92123