

**NORTH COUNTY TRANSIT DISTRICT  
TITLE VI DISCRIMINATION COMPLAINT PROCEDURE**

Individuals, or individuals as members of a specific class of persons, who feel they have been discriminated against with respect to transit services or benefits on the basis of race, color, or national origin may file a written complaint with North County Transit District.

**Submission of Complaints**

Complaints alleging discrimination on the basis of race, color, or national origin may be submitted to the Title VI Coordinator of North County Transit District, 810 Mission Avenue, Oceanside, CA 92054. The complaint may be submitted in writing or verbally, and should contain information about the alleged discrimination such as name, address, and phone number of complainant, and location, date and description of the problem. The description of the problem should include, if appropriate, bus or train number, time of day, employee name or badge number if available, and any person(s) involved or witnesses to the problem. Complaints may be submitted by e-mail, provided they identify the communication as "Title VI Complaint". Other alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request. The request should be made to the Title VI Coordinator listed below.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than thirty (30) calendar days after the alleged violation to:

North County Transit District  
Attn: Title VI Coordinator  
810 Mission Avenue  
Oceanside, CA 92054

Office: (760) 966-6500  
Fax: (760) 967-2001  
E-mail address: [creports@nctd.org](mailto:creports@nctd.org)

Persons with hearing impairment please use California Relay Service (CRS): 711

North County Transit District will acknowledge receipt of the complaint within ten (10) working days.

**Investigation of Complaints**

North County Transit District will review all complaints to determine if there is sufficient merit to warrant investigation. In some cases the District may submit a written request to the complainant to provide additional information.

If a complaint is found to have sufficient merit to warrant investigation, the District will proceed with an investigation. If the complaint does not warrant investigation, the District will respond within thirty (30) working days to the complainant and so state.

**Disposition of Complaints**

A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Title VI Coordinator and a copy forwarded to the complainant no later than sixty (60) calendar days after its filing. Upon request, the determination will be made available in a format accessible to the complainant, such as large print, Braille, audio tape, or E-Mail.

**Appealing Disposition of Complaints**

Complainants that are not satisfied with the disposition of the complaint by the Title VI Coordinator may appeal to the Executive Director.

The appeal should be made with the Title VI Coordinator within ten (10) working days of the date of the resolution. The request will be forwarded to the Executive Director for a final determination. The Executive Director will acknowledge receipt of the appeal within ten (10) working days of receiving the request for appeal. The Executive Director may make a final determination or may choose to refer the matter to the Board of Directors for final action. The resolution and/or referral to the Board will be communicated to the complainant. The decision of the Executive Director or Board is final. The Executive Director or Board’s decision will be communicated to the complainant and/or his/her designee in writing.

The Title VI Coordinator shall maintain a record of each complaint and appeal, the District’s response(s), and steps taken to resolve the complaint.

The individual's right to a prompt and equitable resolution of a complaint will not be impaired by his/her pursuit of other remedies. The use of this grievance process is not a prerequisite to the pursuit of other remedies.

**Should you need to obtain information in an alternate format due to a disabling condition, please contact the ADA Coordinator at (760) 966-6500. Persons with hearing impairment please use California Relay Service (CRS): 711**

**Filing Title VI Discrimination Complaints with the Federal Transit Administration**

Individuals may also file Title VI discrimination complaints with the Federal Transit Administration. The Federal Transit Administration’s Complaint Procedure is contained in the FTA Circular C4702.1A. North County Transit District has copies available to the public.

Approved by:

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Matthew O. Tucker, Executive Director/CEO

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Date