



## TITLE VI DISCRIMINATION COMPLAINT PROCEDURE

Revised April 9, 2009

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: Chief Administrative Officer  
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.