



Anaheim Transportation Network Title VI Complaint Procedure

If you need assistance in another language, please call 888-364-2787.

Any person who believes may have been discriminated against on the basis of race, color, or national origin by Anaheim Transportation Network (ATN) may file a Title VI complaint by completing and submitting ATN's Title VI Complaint Form. ATN investigates complaints received no more than 180 days after the alleged incident. ATN will process complaints that are complete.

Within 10 business days of receiving the complaint, ATN's Title VI Program Administrator will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

ATN has 30 days to investigate the complaint. If more information is needed to resolve the case, ATN may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Title VI Administrator investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, ATN can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

Following the investigation, the Title VI Administrator will issue one of two letters to the complainant: 1) a closure letter or 2) 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. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of 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 ATN's closure letter or the LOF to do so.

Complainants may submit written complaints directly to ATN:

Anaheim Transportation Network
Araceli Castaneda, Title VI Administrator
Anaheim Transportation Network
1354 S. Anaheim Blvd.
Anaheim, CA 92806

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Reasonable Accommodation

In cases where the complainant is unable or incapable of providing a written statement but wishes the ATN or the FTA to investigate alleged discrimination, a verbal complaint of discrimination may be made. The complainant will be interviewed by an appropriate official authorized to receive complaints. If necessary, the official will assist the complainant in converting verbal complaints to writing. Translation services will be provided to all complainants, as necessary. All complaints must, however, be signed by the complainants or his/her representative.



**Anaheim Transportation Network
Title VI Complaint Form**

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Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
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 III:				
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 IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No

Section V

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: _____

Federal Court _____

State Agency _____

State Court _____

Local Agency _____

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

Name:

Title:

Agency:

Address:

Telephone:

Section VI

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 at the address below, or mail this form to:

Anaheim Transportation Network
Araceli Castaneda, Title VI Administrator
1354 S. Anaheim Blvd
Anaheim, CA 92805