Title VI Discrimination Complaint Procedure

The complaint will be made in writing to the Director of Public Works and will include all information relevant to a determination of discrimination. A complaint must be filed within six (6) months after the alleged discrimination. In cases where the complainant is unable or incapable of providing a written statement, City staff will assist the person in converting verbal complaints to writing. The complainant or his/her representative must sign all complaints.

After reviewing the complaint, which may include interviewing all appropriate personnel and the complainant and review of City policies and service standards, the Director of Public Works will make a determination. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. Notification will occur within ten (10) days of the original submission of the complaint. At that time, the complainant will be advised of his or her right to challenge the decision of the Director of Public Works by submitting a written request for a hearing before the City Manager within five (5) days of the receipt of the determination.

If, after the Director of Public Works' review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held before the City Manager. The claimant will be notified of this determination within ten (10) days of the submission of the complaint. The hearing will occur within five (5) days and will be attended by the Director of Public Works, the City Manager, the complainant and the appropriate personnel. Following the hearing, the City Manager will make a final determination. The complainant will be notified of this determination in writing within ten (10) days of the hearing. If justified, appropriate remedial action will be taken.

If the complainant is not satisfied with the City's decision, the Director of Public Works will advise him/her of their right to submit their complaint to the Federal Transit Administration (FTA) for further investigation.

If the information is needed in another language, please call (626) 307-1320.

Title VI Discrimination Complaint Form

Please complete and mail to:
Director of Public Works, City of Monterey Park, 320 W. Newmark Ave., Monterey Park, CA 91754

Name: _____

Street Address and Apt./Unit #:_____

City or Town, State and ZIP Code:_____

Telephone:_____

Email:_____

Discrimination due to: ☐ Race ☐ Color ☐ National Origin ☐ Sex ☐Age ☐ Disability

Please provide date(s) and location of the alleged discrimination, the name(s) of the individual(s) who allegedly discriminated against you including their titles (if known)._____

_____

_____

_____

Please provide the names, addresses and telephone numbers of any witnesses._____

_____

_____

_____

Explain as briefly and as clearly as possible what happened, how you feel that you were discriminated against and who was involved. Please include how other persons were treated differently from you._____

_____

_____

_____

Signature Date

Include additional sheets of paper and other supporting document as necessary.