

English Complaint Form

Section I				
Name:				
Address:				
Telephone (Home/Cell):		Telephone (Work):		
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/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 filing:				
Have you obtained permission from this person?				
Please explain why you are filing for this person:				
Section III				
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> race <input type="checkbox"/> color <input type="checkbox"/> national origin <input type="checkbox"/> sex <input type="checkbox"/> disability <input type="checkbox"/> age _____				
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.				
Section IV				
Have you previously filed a Title VI complaint with the City of Monterey?			Yes	No
Contact name:				
Telephone number:				
Section V				
Have you filed this complaint with any other federal, state or local agency or with any federal or state court?				
If yes, check all that apply:				
<input type="checkbox"/> Federal Agency:		<input type="checkbox"/> Federal Court:		
<input type="checkbox"/> State Agency:		<input type="checkbox"/> State Court:		
<input type="checkbox"/> Local Agency:		<input type="checkbox"/> Local Court:		
Please provide contact information for the person you spoke to at the above agency:				
Name:		Title:		
Agency:				
Address:				
Telephone:				

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature _____ Date _____

City of Monterey operates without regard to race, color or national origin.

If you need assistance completing this form, contact the City of Monterey at: 646-3760 Email: sanks@monterey.org

Please submit this form in person or by mail to: City of Monterey
 Title VI Coordinator, Assistant City Manager
 580 Pacific Street
 Monterey, CA 93940

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, disability or age by the City of Monterey (hereinafter referred to as “the City”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The City investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

Once the complaint is received, the City will review it to determine if our City has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our City.

The City has 14 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the 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, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or 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. An 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 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Highway Administration.