



City of Crescent City Title VI Discrimination Complaint Procedures

Upon receiving an oral or written complaint alleging Title VI violations, the Title VI Coordinator will:

1. Direct the complainant to the Title VI Complaint Form (if not previously obtained). Forms are available for download from the website or as hard copies sent by mail or picked up by complainants at City Hall. If the complainant is unable to complete a written form, City staff can assist and fill one out on their behalf.
2. Upon receipt of a Title VI Complaint, a case file will be created with the name of the person filing the complaint and the date of the filing. The complaint will be reviewed for completeness, e.g., complainant's contact information, details of the alleged discrimination, and the complainant's signature.
3. Incomplete complaints will be returned to the complainant with instructions on what is required to submit a complete complaint.
4. A copy of the complete complaint will be placed in the case file. The original complaint will be forwarded to the Caltrans Office of Civil Rights ("OCR") or other appropriate state agency.
5. Any other documents or correspondence received or disseminated will be maintained as part of the file, including notification of the results of any investigation.
6. Any additional correspondence from the complainant will be handled in the same manner with the original being submitted to Caltrans Office of Civil Rights and a copy being placed in the case file.
7. The complainant will be informed that the City has forwarded the Title VI Complaint to the Caltrans Office of Civil Rights, OCR contact information, and that OCR will be conducting the investigation.
8. The Title VI Coordinator will assist Caltrans in making contact with any City employees or contractors as part of the investigation of any Title VI Complaint.
9. Update the complaint file and log.