

TITLE VI – COMPLAINT PROCEDURE

How to File a Title VI Discrimination Complaint:

As a recipient of federal dollars, A1AA is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. , A1AA has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by A1AA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A1AA investigates complaints received no more than 180 days after the alleged incident. A1AA will only process complaints that are complete.

Within 10 business days of receiving the complaint, A1AA 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. A1AA has 30 days to investigate the complaint. The complainant will be notified in writing of the cause of any planned extension to the 30-day rule.

If more information is needed to resolve the case, A1AA 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 A1AA can administratively close the case.

A case can also be administratively closed 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 10 business days after the date of the letter or the LOF to do so.

A1AA complaint form (as well as the procedures described above for how to file a complaint) is available from the agency's offices at 434 7th Street, Eureka, CA 95501, or on the agency's website at www.a1aa.org in English and Spanish.