

Title VI Complaint Procedure (English)

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the City of Canby- Canby Area Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form which can be accessed as indicated in the notice above. Our process for addressing a civil rights complaint is as follows:

- Once the complaint is received, CAT will review it to determine if the City has jurisdiction. The complaint will be logged and the complainant will receive an acknowledgement letter within 14 days informing her/him whether the complaint will be investigated by our office.
- Any complaint CAT receives that deals with federal civil rights issues will be reviewed by the Transit Director and forwarded to the City Administrator, Risk Manager, and City Attorney.
- Once the City logs the complaint CAT has 60 days to resolve the issue, not including the appeal process.
- An investigation will be conducted which will include the basis of the alleged complaint; when and where the incident occurred; and, as necessary, the identification and interview of involved parties, the review and pertinent documents and other factual information from appropriate sources.
- In the case of federal civil rights issues, all information and discussions relating to the investigation are maintained and retained in an investigation file. Information will be kept as confidential as possible.
- Based upon conclusion of a thorough investigation the City of Canby- CAT will follow up with the complainant. This follow up will include 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 summarizes the findings and suggests appropriate action along with proposed resolution.
- If the complainant wishes to appeal the decision, he/she has 14 days after the date of the letter or the LOF to submit in writing a request for an appeal to the Transit Director for review by the Transit Advisory Committee (TAC). The complainant may have an opportunity to be heard in person at a TAC meeting. Following the TAC review and recommendation the City Council will make a final decision.

Title VI Complaint Form (English)

10-15-2014

Section I				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TTY		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): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Religion <input type="checkbox"/> Age <input type="checkbox"/> Marital Status <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Disability				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all person(s) who were involved, including the name and contact information of the person(s) who discriminated against you (if known). List name(s) 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 Civil Rights complaint with this agency?			Yes	No
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? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply and enter name of agency or court:				

<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 _____

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

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI

Name of agency complaint is against: _____

Contact person: _____

Title: _____

Telephone: _____

Please 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:

Mail:
City of Canby
Transit Director
PO BOX 930
195 S Hazel Dell Way, Suite C
Canby, Oregon 97013

Phone:
503-266-0751
Oregon Relay Service 800 735-2900

Fax: 503-263-6284
Email: cat@ci.canby.or.us