

# TITLE VI COMPLAINT PROCEDURES

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## BUTTE COUNTY ASSOCIATION OF GOVERNMENTS BUTTE REGIONAL TRANSIT, B-LINE

### What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by the Butte Regional Transit System may file a written complaint with the Butte County Association of Governments, Title VI Administrator or the Federal Transit Administration (FTA).

### Filing a Complaint with Butte Regional Transit

The preferred method of filing a complaint is to file your complaint in writing using the Title VI complaint form, and sending it to:

**Butte Regional Transit**  
**Attention: Title VI Administrator**  
**2580 Sierra Sunrise Terrace, Ste 100**  
**Chico, CA 95928.**

A complaint form is available in hard copy at the administrative office of Butte Regional Transit or may be downloaded and submitted online at [www.BLinetransit.com](http://www.BLinetransit.com). Such complaints must be filed within 180 calendar days after the date the discrimination occurred.

### The Complaint Process

Upon receipt of the complaint, the Title VI Administrator will record the complaint in the Title VI Complaints, Investigations and Lawsuit Log. This Log includes the date of investigation, lawsuit, or complaint; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by recipient or subrecipient in response to complainant.

Should a complaint be filed with BRT and an external agency simultaneously, the external complaint shall supersede the BRT complaint and BRT’s complaint procedures will be suspended pending the external agency’s findings.

If filed with BRT, the Title VI Administrator will begin an assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the

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information received, the Title VI Administrator will prepare a draft written response subject to review by BCAG's Executive Director. If more time is required, the Administrator shall notify the complainant of the estimated timeframe for completing the review, not to exceed sixty (60) calendar days of the receipt of the formal complaint. If appropriate, BRT may administratively close the complaint.

If a final written response is determined to be needed, the complainant will receive a letter stating the final decision of the Executive Director and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

### Filing a Complaint with the Federal Transit Administration

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

**Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor - TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590**

**The complaint form may be downloaded from FTA's website.**

**Go to [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html) for more information.**

*Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.*