

Plumas County Transportation Commission

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against by the Plumas County Transportation Commission on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form to the Executive Director of the Plumas County Transportation Commission at the following address:

Executive Director, Plumas County Transportation Commission
1834 East Main Street
Quincy, CA 95971

The Executive Director of the Plumas County Transportation Commission will investigate complaints received no more than 180 days after the alleged incident. The Commission will process complaints that are complete.

Once the complaint is received, it will be reviewed to determine if it is within the Plumas County Transportation Commission's jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated.

The Executive Director of the Plumas County Transportation Commission has 30 days to investigate the complaint. If more information is needed to resolve the case, the complainant will be contacted by letter. 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 case may be administratively closed. A case may 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 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.