

Title VI Complaint Procedures

Any person, who believes she or he has been discriminated against, on the basis of race, color, national origin, sex, age, disability, religion, medical condition, marital status, sexual orientation or English proficiency may file a complaint with STAGE by completing and submitting STAGE 's Title VI Complaint Form.

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, STAGE will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after the alleged discrimination. If a complainant is unable or incapable of providing a written statement, a STAGE designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days the case will be closed.

Within thirty (30) business days of receiving the complaint, STAGE administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review STAGE's policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of STAGE by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the STAGE Administrator, the complainant and appropriate personnel. Following the hearing, STAGE will make a final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds that discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Region IX, 201 Mission Street, Suite 1650, San Francisco, CA 94105-1839, for further investigation.

The STAGE Title VI Complaint form may be printed from the STAGE website or be requested in person from the STAGE office or by phone.