

Guidance for Filing an Administrative Complaint under Title VI of the Civil Rights Act of 1964

Title VI is the portion of the 1964 Civil Rights Act that bans discrimination on the basis of race, color, and national origin in programs and activities that receive federal funds or other forms of federal financial assistance. Specifically, Title VI provides that “[n]o person in the United States shall, on the ground 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.” 42 U.S.C. § 2000d. If you believe that you are excluded from participation in, denied the benefits of, or subjected to discrimination under any program that receives federal financial assistance, you may file a Title VI complaint with the office of civil rights at the federal agency that provided the financial assistance.

Who Can File a Complaint?

Title VI prohibits discrimination against “person[s].” One need not be a citizen of the United States to be protected by the statute.

Information to Include

In your Title VI complaint to the federal agency, you should include:

1. Your contact information (e.g., phone number, address).
 - a. If you are filing on behalf of another person, include your name and contact information, and your relation to that person.
2. The recipient of federal financial assistance that allegedly committed the discriminatory act.
 - a. (e.g. Department of Transportation).
3. A description of the alleged discriminatory conduct including dates.
 - a. (e.g.).
4. A description of how that alleged discriminatory act has the effect of causing a specific adverse impact.
 - a. An adverse impact is a negative natural consequence of the alleged discriminatory act
 - b. (e.g.).
5. A description of how that adverse impact disparately affects an individual or group on the basis one of the categories protected by Title VI (i.e., race, color, or national origin).
 - a. Disparity is the comparison of the adverse impacts on the protected class with a non-protected class. An allegation of disparity is a necessary component of the complaint.
 - b. (e.g.).
6. A description of any possible retaliation you may have suffered (if any) for complaining about the alleged discrimination.

- a. Retaliation refers to any adverse action taken by the entity because you alleged discrimination.
- b. (e.g.).

7. The complaint must be signed and dated.

The complaint should be filed (received) in the federal agency's office for civil rights within 180 days of the discriminatory conduct, although the agency may exercise its discretion and accept a complaint filed later in time. It is best to file within the 180 day time period.

You may submit this form in person at the address below, or mail this form to:

City of Norwalk
Norwalk Transit System
Title VI Coordinator
12650 E. Imperial Highway
Norwalk, CA 90650

In addition to the Title VI Complaint process at Norwalk Transit System, you may file a Title VI transit related complaint with the:

U.S. Department of Transportation
Federal Transit Administration
Office of Civil Rights, Region IX
201 Mission Street, Suite 1650
San Francisco, California 94105-1839