

## TITLE VI COMPLAINT PROCEDURE

As a recipient of federal dollars, Hi-Desert Memorial Health Care District (HDMHCD) is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. HDMHCD has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. The complaint procedure has five steps, outlined below:

- 1. Submission of Complaint:** 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 under any program or activity receiving federal financial assistance through HDMHCD may file a written complaint with the Executive Director of Community Health Services. Such complaint must be filed within 180 calendar days after the date the person believes the discrimination occurred.
- 2. Referral to Review Officer:** Upon receipt of the Complaint, the Executive Director shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the Complaint in consultation with the QI and Transportation Coordinators. The staff review officer(s) shall complete their review no later than 60 calendar days after the date HDMHCD received the Complaint. If more time is required, the Administrative Director shall notify the Complainant of the estimated time-frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to HDMHCD's processes relative to Title VI and environmental justice, as appropriate. The staff review officer(s) shall forward their recommendations to the Administrative Director for concurrence. If s/he concurs, s/he shall issue HDMHCD's written response to the Complainant.
- 3. Request for Reconsideration:** If the Complainant disagrees with the response, he or she may request reconsideration by submitting the request, in writing, to the Administrative Director within 10 calendar days after its receipt. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the Administrative Director. The Administrative Director will notify the Complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the Administrative Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.
- 4. Appeal:** If the request for reconsideration is denied, the Complainant may appeal the Administrative Director's response to the Complaint by submitting a written appeal to an HDMHCD Committee no later than 10 calendar days after receipt of the Administrative Director's written decision rejecting reconsideration.
- 5. Submission of Complaint to the Federal Transit Administration:** You may also file a complaint directly with the Federal Transit Administration at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.