



TITLE VI GRIEVANCE/COMPLAINT PROCEDURES

As a recipient of federal funds, the City of Santee is required to comply with Title VI of the Civil Rights Act of 1964 and related regulations and guidance (Title VI) and ensure that services and benefits are provided on a nondiscriminatory basis. The City has established, pursuant to Title VI, the following Grievance/Complaint Procedure to be used by any person who alleges a complaint for violation of Title VI.

If you believe that you have been excluded from participation in, denied the benefits of or subjected to discrimination based on race, color, or national origin in the receipt of the City's services or related benefits, you may submit a written complaint with the City's Title VI Coordinator no later than 180 days from the date of the alleged incident to:

City of Santee
Department of Human Resources & Risk Management
10601 Magnolia Avenue
Santee, CA 92071
(619)258-4100 x132
ADACoordinator@cityofsanteeca.gov

Individuals are not required by federal regulations to use this Procedure, but may file complaints directly with the appropriate outside Federal or state agency which provides federal assistance to the City.

If a complaint is initially made by phone, it must be supplemented with a written complaint within 90 days after the alleged discriminatory event. Accommodation will be provided upon request to individuals unable to file a written complaint due to disability. Upon request, the City will make available language assistance for persons with limited English proficiency or other assistance as necessary for filing a complaint.

The Title VI Coordinator or designee will promptly investigate all complaints. Reasonable measures will be undertaken to preserve any information that is confidential. The Title VI Coordinator or designee will review every complaint, and when necessary, be assisted in the investigation by a neutral party. The investigator will attempt to speak with the complainant and the involved City Departments to gather all relevant facts.

The Title VI Coordinator will provide a written response which will explain the position of the City and offer options for substantive resolution of the grievance within 30 calendar days of submittal of the grievance, unless circumstances of the investigation require reasonable additional time to complete the process. If the response does not satisfactorily resolve the issue, the complainant or his/her designee may appeal the decision within 5 calendar days after receipt of the response to the City Manager or the City Manager's designee (collectively, "City Manager"). Within 15 calendar days after receipt of the appeal, the City Manager will respond, in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the complaint.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. All written complaints received by the Title VI Coordinator, appeals to the City Manager, and responses will be retained by the City for at least three years. Grievants/Complainants have the right to file grievances directly to the appropriate state or federal agency providing federal financial assistance to City. The investigation process and final response should take no longer than ninety (90) days. Receipt of additional relevant information and/or simultaneous filing of complaint with an external entity may expand the timing of the complaint resolution.

The Title VI Coordinator shall maintain a log of Title VI complaints received which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint.

Copies of each Title VI complaint, a summary of the response, and any additional correspondence will be provided to the appropriate Federal and state agencies when required.

If requested, documents describing the City's Title VI Policy and Grievance/Complaint Procedure can be translated into languages other than English.