

Title VI Complaint Procedures

As a recipient of federal dollars, the City of Vista 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. The City of Vista 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.

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, sex, religion, disability, or age by the City of Vista may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The complaint should be submitted by the complainant or the complainant's authorized representative as soon as possible but no later than 180 calendar days after the alleged violation to:

Dolores Gascon, Human Resources Director
200 Civic Center Drive, Vista, CA 92084
dgascon@cityofvista.com
Tel: 760.639.6145 | Fax: 760.639.6146 | Free Relay Service: 711

Within 15 calendar days after receipt of the complaint, Dolores Gascon or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Dolores Gascon or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Vista and offer options for substantive resolution of the complaint.

If the response by Dolores Gascon or her designee does not satisfactorily resolve the issue, the complainant and her designee may appeal the decision within 15 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 meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Dolores Gascon or her designee, appeals to the City Manager, and responses from these two offices will be retained by the City of Vista for at least three years.

Any person may also file a complaint directly with the Federal Transit Administration, at the following address:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590