

# Yurok Tribe Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race, color, or natural origin by Yurok Tribe's transit services (herein after referred to as YUROK TRIBE) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. YUROK TRIBE investigates complaints received no more than 180 days after the alleged incident. YUROK TRIBE will process complaints that are complete.

Once the complaint is received, YUROK TRIBE will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

YUROK TRIBE has 60 days to investigate the complaint. If more information is needed to resolve the case, YUROK TRIBE may contact the complainant. The complainant has 15 business days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 20 business days, YUROK TRIBE can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/he has 30 days after the date of the letter or LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration at:

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