

Title VI Complaint Procedures

1. Applicability. The following complaint procedures are applicable to all persons who believe that they have been subject to discrimination by St. Madeleine Sophie's Center related to its transportation program, which is funded in whole or in part by SANDAG. In general, it is designed to address disputes, including but not limited to the following:
 - 1.1 Disagreements regarding a requested service, accommodation, or modification of a St. Madeleine Sophie's Center practice or requirement.
 - 1.2 Inaccessibility of a program, publication, or activity.
 - 1.3 Harassment or discrimination prohibited by California or federal law.
2. Preliminary Review Process. The following process must be completed prior to filing a Formal Complaint with SANDAG.
 - 2.1 Informal Resolution - Prior to submitting a formal complaint, the complaining party shall contact the Title VI Compliance Officer for assistance in resolving the matter informally as soon as is practical, generally within 15 calendar days of the time from when the subject of the complaint occurred or the complaining party became aware of St. Madeleine Sophie's Center's alleged non-compliance with state or federal non-discrimination laws.

The Title VI Compliance Officer can be reached at 2119 East Madison Avenue, El Cajon, CA 92019; 619-442-5129.

St. Madeleine Sophie's Center will notify SANDAG of the complaint within 72 hours of receiving the complaint and record the complaint and steps taken toward resolution. St. Madeleine Sophie's Center is responsible for informing the complaining party about St. Madeleine Sophie's Center's complaint procedure, including the opportunity to file a formal complaint with SANDAG and/or the Federal Transit Administration (FTA) as described below.
 - 2.2 Report of Results to SANDAG and Complaining Party –St. Madeleine Sophie's Center will email or mail SANDAG and the complaining party the results of the informal resolution process within 30 calendar days of receiving the complaint. If the complaining party is not satisfied with St. Madeleine Sophie's Center's disposition of the matter, the complaining party may file a formal complaint with SANDAG following the procedure described below.
3. Formal Complaint. If the procedure for Preliminary Review and informal resolution by St. Madeleine Sophie's Center does not yield a successful resolution, then the complaining party may file a formal, written complaint with SANDAG in the manner described below. SANDAG

materials can be made available in alternative languages. To make a request, call (619) 699-1900. Los materiales de SANDAG están disponibles en otros idiomas. Para hacer una solicitud, llame al (619) 699-1900.

Formal complaints must be filed within 10 calendar days from the date the complaining party receives notice of the end of the preliminary review process.

Complaints must be in writing and must include an attached copy of any correspondence concerning the complaint with St. Madeleine Sophie's Center.

Complaints must be filed with the Compliance Officer at 1011 Union Street, Suite 400, San Diego, CA 92101; Fax number (619) 230-1009; TTY 711

Investigation – The Compliance Officer or their designee will initiate an investigation, which may include interviewing, consulting with, and/or requesting a written response to the issues raised in the complaint from any individual the Compliance Officer believes to have relevant information, St. Madeleine Sophie's Center staff and members of the public. The Compliance Officer may also hold an informal hearing at their discretion.

Representation - The complaining party, and any party against whom the complaint is directed, has the right to have a representative.

Findings and Notification - The Compliance Officer will prepare and provide the complaining party, and all other parties involved, a final report containing a summary of the investigation, written findings, and a proposed disposition. This report will be provided to the complaining party and St. Madeleine Sophie's Center within 45 calendar days of the filing of the formal complaint.

Final Disposition - The disposition proposed by the Compliance Officer will be put into effect promptly. The complaining party or any party against whom the complaint or the proposed disposition is directed may appeal. The appeal to the Chief Executive Officer (as set forth below) will not suspend the implementation of the disposition proposed by the Compliance Officer, except in those circumstances where the SANDAG Chief Executive Officer decides that good cause exists making the suspension of implementation appropriate.

- 4 File with the FTA. Any person who believes himself or herself or any specific class of persons to be subjected to discrimination prohibited by Title VI also may file a written complaint with the FTA. A complaint should be filed no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA. Title VI complaints regarding federally funded programs at St. Madeleine Sophie's Center can be sent to the applicable funding agency below:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Title VI Complaint Form

Instructions: If you believe St. Madeleine Sophie's Center has engaged in discrimination against one or more persons relating to its transportation program and you have already attempted to informally resolve your complaint with St. Madeleine Sophie's Center without success, please fill out this form completely, in black ink or type-written form. Sign and return to the address below. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request to SANDAG.

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Complainant: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: Home: _____ Business: _____

When did the discrimination occur? Date: _____

Describe the acts of discrimination providing the name(s) where possible of the individuals who were responsible for the discriminatory acts (attach additional pages if necessary. Include the category upon which you believe the discrimination was based (race, color, disability, medical condition, national origin, etc.):

Return to:

Compliance Officer – Office of Diversity and Equity

SANDAG, 1011 Union Street, Suite 400, San Diego, CA 92101

Phone: 619-699-1900; Fax: 619-699-1995; TTY 619-699-1904