

## SECTION 3: COMPLAINT PROCEDURES

*Requirement to Develop Title VI Complaint Procedures and Complaint Form.*

The County is required to develop procedures for investigating and tracking Title VI complaints filed against the County and to make these procedures for filing a complaint available to the general public.

### Submission of Complaint

If a customer believes he/she has received discriminatory treatment by Tulare County's transit system on the basis of race, color or national origin, the customer will have the right to file a complaint with the Transit Title VI Compliance Coordinator.

The complainant or his/her representative shall complete a complaint form as shown in Exhibits C and D. Complaint forms can be obtained at:

- Tulare County Resource Management Agency  
TCAT Title VI Compliance Coordinator  
5961 S. Mooney Boulevard  
Visalia, CA 93277
- MV Transportation  
525 North Cain Street  
Visalia, CA 93292
- Website: [www.tularecounty.ca.gov/rma](http://www.tularecounty.ca.gov/rma) or [www.ridetcat.org](http://www.ridetcat.org)

The complaint form can be mailed or hand-delivered to:

- Tulare County Resource Management Agency  
TCAT Title VI Compliance Coordinator  
5961 S. Mooney Boulevard  
Visalia, CA 93277

### Investigation of Complaints

Upon receipt of the complaint, the Compliance Coordinator will review it to determine if TCAT has jurisdiction. As appropriate, the complaint will be investigated and a determination made. Formal investigation will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Claimant will be notified in writing of the resolution.