

Riverside County Transportation Commission

GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and Title VI of the Civil Rights Act of 1964. It may be used by any individual, group of individuals, or entity that believes it has been subjected to discrimination on the basis of race, color, national origin, age, gender, income status, or disability in the provision of services, activities, programs, or benefits by the Riverside County Transportation Commission (RCTC). RCTC strongly prohibits retaliation on the basis of any grievance filed under this policy.

When possible, the complaint should be in writing and contain information about the alleged discrimination including name, address, phone number of complainant and location, date, and description of the problem. A Discrimination Complaint form will be provided to the complainant upon request. Upon request, alternative means of filing complaints, such as personal interviews, computer flash drive/CD, audiotape, or in Braille will be made available for persons with disabilities.

The complaint should be submitted as soon as possible but no later than 180 calendar days after the alleged violation to RCTC's ADA Coordinator:

Riverside County Transportation Commission
John Standiford, Deputy Executive Director
4080 Lemon Street, Third Floor
P. O. Box 12008
Riverside, CA 92502-2208
(951) 787-7141

Within 15 calendar days after receipt of the complaint, RCTC's Deputy Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days of the discussion, RCTC will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of RCTC and offer options for resolution of the complaint.

If the response by the Deputy Executive Director, or designee, does not satisfactorily resolve the issue, the decision may be appealed within 15 calendar days after receipt of the response, to RCTC's Executive Director or designee.

Within 15 calendar days after receipt of the appeal, the Executive Director, or designee, will discuss with the complainant the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or designee 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 RCTC's Deputy Executive Director, or designee, appeals to the Executive Director, or designee, and responses from these two offices will be retained by RCTC for at least three years.