**Title VI Complaint Procedures**

As a recipient of federal financial assistance, Bakersfield Arc, Inc. (BARC) is required to comply with Title VI of the Civil Rights Act of 1964 and ensure the services and benefits are provided on a non-discriminatory basis. Bakersfield Arc, Inc. (BARC) has 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 4702.1A dated October 1, 2012.

***How to File a Title VI Complaint with BARC:*** Any person who believes thathe/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, or national origin with respect to Bakersfield Arc, Inc. (BARC)’s programs, activities, services, or other transit related benefits, may file a written Complaint with Bakersfield Arc, Inc. (BARC). A Complaint may be filed by the individual or by a representative. A Complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. Bakersfield Arc, Inc. (BARC) will promptly investigate all Complaints filed under Title VI, pursuant to this Regulation.

***Complaint must include the following information:***

1. A Complaint must be in writing and signed and dated by the Complainant or his/her representative before any action can be taken.
2. A Complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant, the date, time and location of the incident. The Complaint shall include a description of the program, activity or service on which the alleged discrimination occurred.

***A Complaint Form*** can be used to file a Title VI complaint with BARC. A *Complaint Form* will be made in an accessible format upon request. A *Complaint* *Form* can be obtained at:

1. BARC’s Website: www.barc-inc.org
2. By calling Bakersfield Arc, Inc. (BARC) at (661) 834-2272 a complaint form can be mailed.
3. By picking up a complaint form at 2240 S. Union Ave., Bakersfield, CA 93307.

If the Complaint is received by anyone besides Bakersfield Arc, Inc. (BARC)’s President, the individual in receipt of the Complaint shall forward it to the President or his/her designee as soon as practicable but no later than two (2) business days of receipt. The President shall immediately provide a copy of the Complaint to the Chairperson of the Board of Directors regarding the program, activity or service that is identified as being out of compliance.