

Discrimination Complaint Procedure for the City of Pinole's Department of Public Works

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any City of Pinole's Department of Public Works (Department) program or activity. This prohibition applies to all branches of the Department, its contractors, consultants, and anyone else who acts on behalf of the Department.

Any person who believes they have been discriminated against based on race, color, or national origin by the Department may file a Title VI complaint by completing and submitting a Title VI Complaint Form. If you need assistance to file your complaint or need interpretation services, please contact:

Sanjay Mishra
City of Pinole
Department of Public Works
smishra@ci.pinole.ca.us
510-724-9017

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Department program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

How do you file a complaint?

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. However, contact Sanjay Mishra if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact Sanjay Mishra.

Complaints may be submitted via mail, email, fax or in person to:

Sanjay Mishra
City of Pinole
Department of Public Works
smishra@ci.pinole.ca.us
510-724-9017

Complaints may also be filed directly with the following agencies:
California Department of Transportation (Caltrans)

Federal Highway Administration, California Division

What happens after a complaint is filed?

All complaints received by the Department will be forwarded to Caltrans to be submitted to the Federal Highway Administration (FHWA) Division Office. Complaints will be sent within one business day of receipt. If Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against the Department can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

Title VI complaints must be investigated within ninety (90) days. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

Please refer to Caltrans Office of Civil Rights website to further assist in Title VI complaint:
<https://dot.ca.gov/programs/civil-rights/title-vi/title-vi-complaint-process>

Federal law prohibits retaliation against individuals because they have files a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.