

**Attachment 1**  
**City of Redwood City Title VI Policy**

In accordance with Title VI of the 1964 Civil Rights Act and related federal and state regulations, the City of Redwood City (City) is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities on the basis of race, color, or national origin, including Limited English Proficiency.

Policy:

Redwood City's public notice is as follows (this statement will be posted on the City's website):

The City of Redwood City hereby gives public notice of its policy to assure full compliance with Title VI of the Civil Rights Act of 1964. Redwood City is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin (including Limited English Proficiency) as protected by Title VI of the Civil Rights Act of 1964, and 49 Code of Federal Regulations Section 5332.

Filing complaints:

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin, may file a complaint with the City of Redwood City. A complaint must be filed within 180 days after the date of the alleged discriminatory incident, and may be filed via email, through U.S. Mail, in person, or via telephone. Telephone complaints may be submitted by calling the City of Redwood City at 650-780-7000. Complaints may be mailed to, or submitted in person at, the following address:

City of Redwood City  
Title VI Officer  
1017 Middlefield Road  
Redwood City, CA 94063

Complaints may also be filed with an external entity such as the Department of Transportation, another federal or state agency, or a federal or state court. Should a complaint be filed simultaneously with the City of Redwood City and an external entity, the external complaint shall supersede the City of Redwood City complaint and the City of Redwood City complaint procedures will be suspended pending the external entity's findings.

Complaint processing:

Within 10 working days of receipt of a formal complaint, a staff member will be assigned to notify the complainant of receipt and to begin an investigation (unless the complaint is

filed with an external entity first or simultaneously). The investigation will address complaints against any Redwood City department(s) or its contractors. The investigation will be conducted in conjunction with and under the advice of Redwood City legal staff.

The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the complaint. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and generally completed within 60 days of receipt of the formal complaint. Based upon all the information received, an investigation report will be written by the staff investigator for submittal to the City Manager or his/her designee. The complainant will receive a letter stating the final decision, generally by the end of the 60-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals can be made to the City Manager up to 60 days after receipt of a decision letter. Appeals may also be made to the United States Department of Transportation, the Equal Employment Opportunity Commission, the U.S. Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity (FHEO), or the California Department of Fair Employment and Housing as appropriate.

Record of complaints:

The City of Redwood City will maintain a record of all Title VI investigations, complaints, and lawsuits.