



# City of Montclair Discrimination Complaint Process

The City of Montclair is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19. A complaint may be filed by any individual who believes he or she has been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

## 1. Notice to Program Beneficiaries

This process applies to any individual who believes they have been subjected to discrimination by an employee or official of the City of Montclair or the policies and procedures established by the City of Montclair based on their race, color, national origin (including language), disability, age, sex, or religion).

## 2. Procedure to File a Complaint

- a. The Director of Administrative Services is responsible for administering the Discrimination Complaint Process. They can be reached via email at [dcrp@cityofmontclair.org](mailto:dcrp@cityofmontclair.org), or via mail at:

City of Montclair  
Attn: Director of Administrative Services  
5111 Benito Street  
PO Box 2308  
Montclair, CA 91763

(Complaints related to the Police Department shall be handled separately. The complaint form for the Police Department is available online at <https://www.cityofmontclair.org/pd-complaints/> )

- b. An individual must file their complaint within one hundred eighty (180) calendar days of the date of the date of the alleged discrimination. The complaint must be in writing and shall describe the type of discrimination experienced.
- c. The City of Montclair's Discrimination Complaint Form is provided as Exhibit A. If an individual reports discrimination by the City of Montclair as listed in Section 1 above, the individual will then complete the Discrimination Complaint Form and submit it as provided in 2a and 2b, above.
- d. A civil rights complaint can also be filed directly with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). The fastest method to submit your complaint to CRCL is by email, [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), subject line: ATTN: Antidiscrimination Group. The complaint can also be faxed to 202-401-4708 or by U.S. Mail to U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties ATTN: Antidiscrimination Group, Mail Stop #0190, 2707 Martin Luther King, Jr, Ave., SE, Washington, D.C. 20528.
- e. This Discrimination Complaint Process and the Discrimination Complaint Form shall be available on the City of Montclair website at (include link). Additionally, the Discrimination Complaint Process will be available at public areas of each City facility.
- f. The Discrimination Complaint Process and the Discrimination Complaint Form shall be made available to persons with disabilities and persons with limited English proficiency. The Process and Complaint Form shall be available in English and Spanish as these languages represent the demographics of members of the Montclair community. Additionally, qualified bilingual staff members may assist individuals seeking to file such a complaint.



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### 3. Accepting and Responding to Complaints

- a. A representative of the City will provide acknowledgement of the complaint to the complainant, in writing, within ten (10) days of receipt of the completed Discrimination Complaint Form. Additional correspondence may include meeting(s) with the complainant and/or submission of additional information.
- b. Depending on the nature of the complaint, the City will investigate and resolve the complaint will conduct an internal investigation of the complaint, or may refer the complaint to an appropriate external agency for investigation (e.g., a local or states human rights commission, or DHS), or consultant.
- c. If conducting an internal investigation, the City shall endeavor to complete the investigation within sixty (60) calendar days of receipt of the completed Discrimination Complaint Form. If the complaint is to be referred to an outside agency, the complaint shall be referred to such agency within thirty (30) calendar days of receipt of the complaint. The City of Montclair has no control over the investigation timeframe for outside agencies. The complainant shall receive a copy of the letter and complaint form forwarded to the outside agency requesting that they investigate the complaint.
- d. The City of Montclair will track the progress and outcome of complaints received using a spreadsheet or database system.

### 4. Dual Filings

Complainants should inform the City of Montclair if a complaint has been filed with another agency in order to prevent duplicative investigations. In this case, the City of Montclair will obtain the pertinent information from the complainant so the City can contact and coordinate with the other agency.