



TITLE VI GRIEVANCE PROCEDURES

As a recipient of federal funds, the City of San Marcos is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a nondiscriminatory basis. This Procedure describes the process for local disposition of Title VI grievances.

Any person (Grievant) who believes she or he has been discriminated against on the basis of race, color, or national origin either directly or indirectly, in the types, quantity, quality or timeliness of program services, aids or benefits or the manner in which they are provided by the City of San Marcos may file a Title VI grievance in writing by completing and submitting the City's Title VI Grievance Form. The Grievance Form should be submitted by the Grievant or the Grievant's authorized representative as soon as possible but no later than 180 calendar days after the alleged violation to:

City of San Marcos
Attn: Julie Magee, Program Manager/ADA Coordinator/Title VI Coordinator
1 Civic Center Drive, San Marcos, CA 92069

Title VI Coordinator Contact Information:

jmagee@san-marcos.net

Tel: (760) 744-1050 Fax: (760) 744-9520

711 (Free Relay Service)

The Title VI Coordinator or their designee will provide acknowledgement of receipt of grievance within 5 calendar days after receipt of the grievance. The Title VI Coordinator will provide written response which will explain the position of the City of San Marcos and offer options for substantive resolution of the grievance within 30 calendar days after acknowledgement of receipt of grievance. If the response does not satisfactorily resolve the issue, the Grievant or his/her designee may appeal the decision within 5 calendar days after receipt of the response to the City Manager or the City Manager's designee (collectively, "City Manager"). Within 15 calendar days after receipt of the appeal, the City Manager will respond, in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the grievance.

Every effort will be made to obtain early resolution of grievances at the lowest level possible. All written grievances received by the Title VI Coordinator, appeals to the City Manager, and responses will be retained by the City of San Marcos for at least three years. Grievant has the right to file grievances directly to the appropriate state or federal agency providing federal financial assistance to City.