

CITY OF ENCINITAS/SAN DIEGUITO WATER DISTRICT TITLE VI GRIEVANCE PROCEDURES

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As a recipient of federal funds, the City of Encinitas/San Dieguito Water District are 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 who believes she or he has been discriminated against on the basis of race, color, or national origin, sex, religion, disability, or age by the City of Encinitas/San Dieguito Water District may file a Title VI grievance by completing and submitting the City's/District's Title VI Grievance Form. The complaint should be in writing by completing and submitting the City's Title VI Grievance Form. The Grievance Form should be submitted by the complainant or his/her authorized representative as soon as possible but no later than 60 calendar days after the alleged violation to:

**Jace Schwarm, Title VI Coordinator
City of Encinitas/San Dieguito Water District
Risk Department
505 S. Vulcan Avenue
Encinitas, CA 92024
jschwarm@encinitasca.gov
Tel: (760) 633-2636 Fax: (760) 633-2700 TTY: (760) 633-2700**

Within 15 calendar days after receipt of the complaint, Jace Schwarm or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Jace Schwarm or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Encinitas/San Dieguito Water District and offer options for substantive resolution of the complaint.

If the response by Jace Schwarm or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager, or her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Jace Schwarm or her designee, appeals to the City Manager or her designee, and responses from these two offices will be retained by the City for at least three years.

Any Grievant has the right to file grievances directly to the appropriate state or federal agency providing federal financial assistance to City.