

RICHARDSON BAY REGIONAL AGENCY

Discrimination Complaint and Compliance Review/Grievance Procedure

It is the policy of RBRA to ensure full compliance with federal non-discrimination laws in all programs and activities. RBRA will not discriminate on the basis of race, color, national origin, religion, ancestry, ethnic group identification, creed, sex (including actual or perceived sexual orientation or gender identity), disability, mental disability, physical disability, medical condition, genetic information, marital status, veteran's status, or age in any RBRA programs, services, or activities.

Discrimination includes but is not limited to: excluding an individual from participation in or denying an individual the benefits of any program or activity receiving Federal financial assistance due to the individual's race, color, national origin, sex, age, or disability.

This Complaint and Compliance Review/Grievance Procedure is established so that any member of the public who believes he/she/they has been subjected to discrimination in the receipt of benefits and/or services from RBRA on the basis of race, color, religion, ancestry, ethnic group identification, national origin, creed, disability, mental disability, physical disability, medical condition, genetic information, marital status, age, veteran's status, or sex (including actual or perceived sexual orientation or gender identity) and wishes to file a complaint may do so following the outline below.

RBRA is prohibited from retaliating against any member of the public who files a complaint under these procedures and any retaliation will be handled promptly if it occurs, including, when necessary, any corrective and preventative action.

The complaint shall be in writing and contain information about the complainant and the alleged discrimination such as:

1. The name, address, and phone number of complainant;
2. The name of the RBRA employee(s) against whom the complaint is filed;
3. The location, date, and description of the alleged violation; and
4. The signature of the complainant or his/her/their designee.

If the complainant is unable to submit the complaint in writing, he/she/they may call RBRA to submit a verbal complaint.

The complaint shall be submitted by the complainant or his/her/their designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Brad Gross, Executive Director (designated Civil Rights Coordinator)
Richardson Bay Regional Agency
3501 Civic Center Dr, Room 308
San Rafael, CA 94903
bgross@rgs.ca.gov
(650) 587-7300 x 124

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Within thirty (30) calendar days after receipt of the complaint, the designated Civil Rights Coordinator will send the complainant an acknowledgment letter. If warranted, an appropriate, prompt, and impartial investigation of any allegations filed under federal non-discrimination statutes will be conducted. RBRA expects all individuals involved to participate in the investigation and keep the matter confidential as permitted by law.

When the designated Civil Rights Coordinator determines that discrimination has occurred, he/she/they may attempt to conciliate and resolve the complaint through a mutually agreeable solution. Any such informal resolution must be signed by both the subject of the complaint and the complainant. If an informal resolution is not reached, the designated Civil Rights Coordinator shall determine any necessary remedial actions and direct appropriate staff to implement the accepted recommendations.

Absent extenuating circumstances, the designated Civil Rights Coordinator will provide a written response to the complaint within ninety (90) calendar days after beginning the investigation. The Coordinator will issue one of three letters:

1. a closure letter summarizing the allegations and stating that there was not a violation and that the case will be closed; or
2. a letter of resolution summarizing the allegations and describing the informal resolution mutually agreed to by the complainant and the relevant staff person; or
3. a letter of finding (“LOF”) summarizing the allegations and the investigation of the alleged complaint and explaining any remedial action to be taken by the RBRA.

If at any time a delay is expected, the designated Civil Rights Coordinator will notify the complainant in writing of the reasons(s) for the delay and the expected date for a response.

If the response does not satisfactorily resolve the issue, the complainant or the subject of the complaint may appeal the decision to the Chair of the RBRA Board of Directors (“Board Chair”) within fifteen (15) calendar days after receipt of the response from the designated Civil Rights Coordinator. Within thirty (30) calendar days after receipt of the appeal, the Board Chair or his/her/their designee will meet with the complainant and the subject of the complaint to discuss the complaint and possible resolutions. The Board Chair or his/her/their designee may also interview witnesses and review any physical or written evidence. Within thirty (30) calendar days after the meeting with the complainant and the subject of the complaint, the Board Chair or his/her/their designee will respond in writing to the complainant, with a final resolution of the complaint.

The designated Civil Rights Coordinator shall maintain records for a period of not less than two (2) years of complaints received, informal resolutions, investigation findings, and actions taken to resolve each complaint. If requested, the designated Civil Rights Coordinator shall furnish a report to the RBRA Board of Directors regarding the number, nature, and status of complaints over a specified period of time as requested.

These procedures do not deny the right of the complainant to file a complaint with state or federal agencies, or to pursue litigation for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.