



EQUAL EMPLOYMENT OPPORTUNITY COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (home/cell):			Telephone (work):	
Email:				
Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	
Section II:				
I believe that I have been (or someone else has been) discriminated against on the basis of:				
<input type="checkbox"/>	Race / Color / National Origin	<input type="checkbox"/>	Religion	
<input type="checkbox"/>	Sex	<input type="checkbox"/>	Age	
<input type="checkbox"/>	Physical or Mental Disability	<input type="checkbox"/>	Genetic Information	
<input type="checkbox"/>	Other (please describe):			
Date of Alleged Discrimination (month, day, year): _____				
Section III:				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

Section IV		
Have you filed this complaint with any other federal, state, or local agency or court?	Yes	No
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____	<input type="checkbox"/> Local Court: _____	
Please provide contact information for the person you spoke to at the above agency:		
Name:	Title:	
Agency:		
Address:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint.

Please sign and date this form before returning to the EEO Officer:

Signature

Date

If you need assistance completing this form, contact the EEO Officer, Deanna Smith, at 831-264-5878 or dsmith@mst.org. In lieu of submitting this form, you may request a meeting with the EEO Officer to discuss your complaint.

MST is committed to ensuring protection from employment discrimination on the basis of race, color, religion, national origin, sex (including gender identity and sexual orientation), age, genetic information, disability, veteran status, or any other characteristic protected by federal or state law.

Please submit this form in person at the address below, or mail to:

Monterey-Salinas Transit
 Attn: EEO Officer/Compliance Analyst
 19 Upper Ragsdale Dr., Suite 200
 Monterey, CA 93940



Equal Employment Opportunity (EEO) Complaint Process

Any person who believes that he or she, individually or as a member of a specific class of persons, has been subjected to employment discrimination on the basis of race, color, religion, national origin, sex (including gender identity and sexual orientation), age, genetic information, disability, veteran status, or any other characteristic protected by federal or state law, may file a written complaint with MST.

Filing a Complaint of Discrimination

1. Complaints must be filed with MST's EEO Officer, Deanna Smith, within 365 days of the date of the alleged discrimination. (Complaint forms can be obtained from the EEO Officer or at <http://mst.org/about-mst/employment/>).
2. Complaint forms are available to all employees, although written complaints are not required. If an employee is not able or declines to provide their comment in written format, the EEO Officer will take the complaint in-person, by telephone, or any other manner that accommodates the complainant.
3. The EEO Officer will provide the complainant, or his or her representative, with a written acknowledgement that the complaint has been received within 10 working days from receipt of written complaint.
4. The EEO Officer will attempt to facilitate an early resolution involving the complainant, the respondent, and supervisor(s) as necessary. If the alleged behavior is particularly egregious, an early resolution may not be appropriate.
5. The EEO Officer will determine if the complaint alleges behavior that meets the definition of equal employment opportunity discrimination. A complaint may not meet the definition of equal employment opportunity discrimination if:
 - a. The complaint appears on its face to be frivolous or trivial or does not allege behavior that rises to the level of equal employment opportunity discrimination.
 - b. The complaint alleges behavior that does not fall under the jurisdiction of any of the laws enforced the Equal Employment Opportunity Commission (EEOC) or the Department of Fair Employment and Housing (DFEH).
6. If the EEO Officer decides not to investigate the complaint, a Letter of Determination will be provided to the Complainant stating the reason for the decision.
7. If the EEO Officer decides to investigate the complaint, the complainant will be notified and the EEO Officer will prepare an investigative plan, which may include interviewing witnesses and reviewing evidence.

Investigating the Complaint

1. Additional interviews may be conducted with the complainant and/or supervisors and witnesses as necessary.
2. After the investigation has been completed, a Report of Findings will be recorded in writing by the EEO Officer and referred to the General Manager/CEO.
3. A Final Agency Decision will be made by the Director of HR, who will take appropriate disciplinary action as required. To maintain required confidentiality, the complainant shall not be advised of specific disciplinary action taken in response to the complaint.
4. The EEO Officer will send a Closing Letter to the complainant within 90 days of receipt of written complaint.
 - a. The EEO Officer will send the complainant a Closing Letter stating whether the complaint was substantiated or unsubstantiated.
5. If the complainant is dissatisfied with the Report of Findings or the action taken by HR, he or she, or his or her representative, may file a complaint with the EEOC and/or the DFEH.
6. Complaints may also be filed separately or concurrently with the EEOC or the DFHE; however, MST encourages all complainants to attempt an early resolution through MST's internal process.

Records

Open or pending investigative files which include, but are not limited to, intake documents, notes, or reports; evidentiary documents, data, or information; and correspondence or notifications shall be retained in strict confidence by the EEO Officer.

All investigative files are stored for access for review by the Director of Human Resources, the General Manager/CEO, or MST's General Counsel.

The EEO Officer will retain the closed investigative files for a term of "current year plus 4 years" to ensure that records are available for each Triennial Review Cycle. All documentation will then be destroyed in accordance with MST's Records and Retention Schedule.

Deanna Smith, EEO Officer
Monterey-Salinas Transit
19 Upper Ragsdale Dr., Suite 200
Monterey, CA 93901

Phone: 831-264-5878
Email: dsmith@mst.org

Equal Employment Opportunity

Complaint Filing Options

MST's Equal Employment Opportunity complaint process does not preclude a complainant from filing a complaint with the Equal Employment Opportunity Commission and/or the Department of Fair Employment and Housing (DFEH), although MST encourages anyone who feels he or she has been discriminated against to attempt to resolve the issue with MST directly.

To file a complaint with the EEOC online, by phone, in person, or by mail:

<http://www.eeoc.gov>

EEOC San Jose Office
96 N. Third St., Suite 250
San Jose, CA 95112
Phone: 1-800-669-4000
Fax: 1-408-291-4539

Complaints filed with the EEOC must be submitted within 180 calendar days of the alleged discriminatory act (up to 300 days under certain circumstances).

To file a complaint with the DFEH online, by phone, in person, or by mail:

<http://www.dfeh.ca.gov>

DFEH Bay Area Regional Office
39141 Civic Center Dr., Suite 250
Fremont, CA 94538
Phone: 1-800-884-1684
Email: contact.center@dfeh.ca.gov

Complaints filed with the DFEH must be submitted within 365 calendar days of the alleged discriminatory act.

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