

TITLE VI/ADA COMPLAINT PROCEDURES AND FORMS

New River Transit Authority is committed to this Title VI/nondiscrimination policy in the conduct of business and dedicated to providing fair, impartial, and accessible transportation service. Anyone who believes he or she has been subjected to an unlawful discriminatory practice addressed by Title VI or ADA may file a complaint expressing the grievance with NRTA by filing out the Title VI/ADA Complaint Form using one of the following methods:

- Mail us a written complaint.
- Request a copy of the New River Transit Authority Title VI/ADA Complaint Form by calling (304) 894-8918
- Print, complete, and mail us the Title VI/ADA complaint form from our website: www.newrivertransitauthority.org

Direct written complaints to NRTA. at the following address:

Director
New River Transit Authority
360 Prince Street
Beckley, WV 25801

A complaint may also be directly submitted to the U.S. Department of Transportation by writing to:

Federal Transit Administration
Attention: Title VI Program Coordinator,
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington, DC 20590

If a person requires assistance in a language other than English, contact (304) 894-8918.

Once NRT receives a complaint, an Office of Civil Rights Investigator will be assigned to the complaint. If additional information is required, the Investigator will contact the complainant in writing. Failure to provide further information by the date set forth in the Investigator's correspondence may result in a delay of conflict resolution or closure of the complaint. The complainant has 7 business days from the date of the Investigator's letter to send requested information to the Investigator assigned to the case, according to the postmark on the complainant's response.

The Civil Rights Investigator will review the complaint, make a determination, and approve a final response to the complainant within 180 calendar days. Filing a complaint with NRT and FTA or another agency simultaneously may result in a delay of resolution.

Upon completion of the investigation, the Civil Rights Investigator will issue the complainant a closure letter or a letter of finding.

A closure letter summarizes the allegations, notifies the patron of his or her right to file a complaint externally to the Federal Transit Administration's Office of Civil Rights, and states one of the following: there was not a Title VI violation, the complainant expressed a desire to withdraw pursuit of the case, or the complainant failed to follow procedure resulting in closure of the case. At this point, the case will be considered closed.

A letter of finding summarizes the allegations and the interviews regarding the alleged incident, notifies the patron of his or her right to file a complaint externally to the Federal Transit Administration's Office of Civil Rights, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 business days after the date of the closure letter or the letter of finding to do so.