

Kanawha Valley Regional Transportation Authority's Title VI Complaint Procedures

The Kanawha Valley Regional Transportation Authority's (KVRTA) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with KVRTA within 180 days of from the date of the alleged discrimination. There are several ways to file a complaint. The KVRTA Title VI Complaint form can be found online at www.rideonkrt.com/civil-rights/

In Writing

- Complaints may be filed with KVRTA in writing and may be addressed to the:

Kanawha Valley Regional Transportation Authority
General Manager
P.O. 1188
Charleston, WV 25324

Electronic

- Complaints may be filed with KVRTA by email the Title VI Complaint to:

KVRTA@RideonKRT.com

and submitting a signed copy to:

Kanawha Valley Regional Transportation Authority
General Manager
P.O. 1188
Charleston, WV 25324

Directly to the U.S. Department of Transportation

- A complainant may file a Title VI complaint with the U.S. Department of Transportation,

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Upon request KVRTA will provide appropriate assistance to complainants who are limited in their ability to communicate in English up to and including the translation of documents.

What Happens to my Title VI Complaint to KVRTA?

All complaints will be investigated promptly. Once received, the complaint will be recorded and assigned to an investigator. In instances where additional information is needed, the investigator will contact the complainant in writing.

KVRTA will investigate a Title VI complaint within 15 days of receipt. This investigation will be completed within 105 calendar days after the complaint is received. If more information is needed to resolve the case, the Authority may contact the complainant. The investigator will prepare a draft written response subject to review by KVRTA Civil Rights Officer. The Civil Rights Officer will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.

KVRTA will use its best efforts to respond to a Title VI complaint within one hundred five (105) calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaint with KVRTA and an external entity may expand the timing of the complaint resolution.

KVRTA's Title VI Policy in Additional Languages

If requested, documents describing KVRTA's Title VI Policy can be translated into languages other than English by calling 304-343-3840.