



## **Title VI Complaint Procedures**

### **The follow process is in effect for filing a Title VI Complaint**

KVRTA Title VI Notice-The Kanawha Valley Regional Transportation Authority (KVRTA) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964, which provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the provision of public transit services.

Any Person who feels that they been discriminated against based upon issues of Race, color or National Origin may file Title VI Complaint by completing and submitting the Authority's Title VI Complaint Form. KVRTA investigates complaints received no more than 180 days after an alleged incident. All Complaints should be in writing and submitted as soon as possible after the occurrence.

#### **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.

#### **In Writing**

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

Kanawha Valley Regional Transportation Authority  
Curt Zickafoose, Title VI Coordinator  
P.O. 1188  
Charleston, WV 25324

#### **Electronic**

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

and submitting a signed copy to:

Kanawha Valley Regional Transportation Authority  
Curt Zickafoose, Title VI Coordinator  
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,

Federal Transit Administration



Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR,  
1200 New Jersey Ave., SE  
Washington DC 20590 19103-4124

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?**

KVRTA will make a prompt investigation whenever a compliance review, report, complaint, or any other information indicates a possible failure to comply with DOT's Title VI regulations. The investigation will include, where appropriate, a review of the pertinent KVRTA practices and policies, the circumstances under which the possible noncompliance with DOT's Title VI regulations occurred, and other factors relevant to a determination as to whether the recipient has failed to comply with DOT's Title VI regulations.

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

Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution. Based upon receipt of all the information required, KVRTA will investigate a Title VI complaint within 15 days of receipt. 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.