

Title VI Complaint Procedures

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

This Document outlines the Title VI complaint procedures related to providing programs, services and benefits. It does not, however, deny the complainant the right to file formal complaints with the WV Human Rights Commission (WVHRC), WV Department of Transportation (WVDOT), the Secretary of the US Department, Equal Employment Opportunity Commission (USDEEOC), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination. Under any program or activity receiving federal financial assistance. Two Executive Orders extend Title VI protections to Environmental Justice which also protects persons of low income, and Limited English Proficiency (LEP).

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 [13023-Title-VI-Complaint-Form.pdf \(rideonkrt.com\)](https://rideonkrt.com/13023-Title-VI-Complaint-Form.pdf)

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:
KVRTA@rideonkrt.com

and submitting a signed copy to:

Kanawha Valley Regional Transportation Authority
Curt Zickafoose, Title VI Coordinator

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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, 5th Floor-TCR,
1200 New Jersey Ave., SE
Washington DC 20590 19103-4124

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?

1. KVRTA Will begin an investigation within fifteen (15) days of receipt of a complaint.
2. KVRTA will contact the complainant in writing no later than thirty (30) days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, KVRTA may administratively close the complaint.
3. KVRTA will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective actions.
4. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.
5. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency.