

COUNTRY ROADS TRANSIT Title VI Procedures

Title VI of the 1964 Civil Rights Act requires that “No person in the United States 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 under any program or activity receiving federal financial assistance.”

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by COUNTRY ROADS TRANSIT may file a complaint by completing and submitting COUNTRY ROADS TRANSIT’S Title VI Complaint form.

How do you file a complaint?

You may download the COUNTRY ROADS TRANSIT Title VI Complaint Form at countryroadstransit.com, complete it on-line or request a copy by writing or phoning Country Roads Transit, P.O. Box 727, Elkins, WV 26241, Phone: 304-636-6472.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number. (See Question 1 of the Complaint Form)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 7, 8, 9, and 10 of the Complaint Form)
- The names of any persons, if known, whom the Title VI officer could contact for clarity of your allegations. (See Question 11 of the Complaint Form)

Please submit your complaint form to address listed below:

Title VI Coordinator
Country Roads Transit, P.O. Box 727, Elkins, WV 26241

How will your complaint be handled?

COUNTRY ROADS TRANSIT investigates complaints received no more than 180 days after the alleged incident. COUNTRY ROADS TRANSIT will process complaints that are complete. Once a completed complaint is received, COUNTRY ROADS TRANSIT will review it to determine if COUNTRY ROADS TRANSIT has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by COUNTRY ROADS TRANSIT.

COUNTRY ROADS TRANSIT will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, COUNTRY ROADS TRANSIT may contact the complainant. Unless a longer period is specified by COUNTRY ROADS TRANSIT, the complainant will have ten (10) days from the date of the

letter to send requested information to the COUNTRY ROADS TRANSIT investigator assigned to the case.

If COUNTRY ROADS TRANSIT investigator is not contacted by the complainant or does not receive the additional information within the required timeline, COUNTRY ROADS TRANSIT may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, COUNTRY ROADS TRANSIT will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with COUNTRY ROADS TRANSIT determination, he/she may request reconsideration by submitting a request in writing to COUNTRY ROADS TRANSIT General Manager (or the appropriate title) within seven (7) days after the date of COUNTRY ROADS TRANSIT letter, stating with specificity the basis for the reconsideration. The General Manager (or the appropriate title) will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the General Manager (or the appropriate title) will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact COUNTRY ROADS TRANSIT at (304-636-6472).