

## Blacksburg Transit Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Blacksburg Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Blacksburg Transit investigates complaints received no more than 180 days after the alleged incident. Blacksburg Transit will only process complaints that are complete.

Once the complaint is received, Blacksburg Transit will review it to determine if our agency has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Blacksburg Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, Blacksburg Transit may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to Blacksburg Transit.

If Blacksburg Transit is not contacted by the complainant or does not receive the additional information within 10 business days, Blacksburg Transit can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After Blacksburg Transit reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, 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 calendar days after the date of the letter or the LOF to do so.

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.