

FOUR COUNTY TRANSIT

TITLE VI COMPLAINT PROCEDURE

Four County Transit maintains a strict policy of non-discrimination in every area of services provided including Title VI of the Civil Rights Act of 1964. If you believe you have been discriminated against on the basis of race, color, or national origin by Four County Transit, you may file a Title VI complaint by contacting the Compliance Officer, Renae Matney, P.O. Box 765, Cedar Bluff, Virginia 24609, via email at titleVI@fourcountytransit.org or by calling 1-888-656-2272. Complaints must be filed within 180 days of the alleged discriminatory act. We encourage you to submit your complaint in writing with the following information: Your name, address, contact information (email or phone number, etc) and a complete explanation of how, why, when and where you believe you were discriminated against. A complaint form may be requested by contacting the number above and leave your name, complete address and phone number.

Please include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give the date, time of day, bus number and driver name. You must also sign your letter/form of complaint.

Upon receipt, all complaints will be assigned a complaint number, acknowledged by a letter of receipt and will be investigated promptly. Four County Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, a letter of request will be sent to you and the case will remain open for 15 business days from the date of the request for the requested information to be received. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, Four County Transit can administratively close the case. A case may also be closed if the complainant no longer wishes to pursue their case.

Upon completion of the case investigation, a letter of explanation will be sent to the complainant advising of the resolution. Resolutions may include 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 15 business days after the date of the resolution letter to do so.

If information on Title VI complaint procedures is needed in any other language, please contact Four County Transit at 888-656-2272.