

# BLUEFIELD AREA 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 the Bluefield Area Transit may file a complaint by completing and submitting the Bluefield Area Transit Title VI Complaint form.

## How do you file a complaint?

Complete, sign and return the Bluefield Area Transit Title VI Complaint Form. You may obtain the form by [clicking here](#), filling in the information on the screen, then returning the signed form by fax or mail. You may also request a form by writing to Bluefield Area Transit, 3208 John Nash Blvd., Bluefield, West Virginia or by calling (304) 327-8418.

You may file a signed, dated and written complaint no more than 180 days to the date of the alleged incident.

Please submit your complaint form to address listed below:

Title VI Coordinator  
Bluefield Area Transit  
3208 John Nash Blvd.  
Bluefield West Virginia 24701

## How will your complaint be handled?

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

The Bluefield Area 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, the Bluefield Area Transit may contact the complainant. Unless a longer period is specified by the Bluefield Area Transit, the complainant will have ten (10) days from the date of the letter to send requested information to the Bluefield Area Transit investigator assigned to the case.

If the Bluefield Area Transit investigator is not contacted by the complainant or does not

receive additional information within the required timeline, the Bluefield Area 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, the Bluefield Area 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 the Bluefield Area Transit's determination, he/she may request reconsideration by submitting a request in writing to the Bluefield Area Transit General Manager within seven (7) days after the date of the Bluefield Area Transit letter, stating with specificity the basis the reconsideration. The General Manager 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 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 the Bluefield Area Transit at (304) 327-8418.