

# Ohio Valley Regional Transportation Authority / Eastern Ohio Regional Transit Authority

## TITLE VI COMPLAINT 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 Ohio Valley Regional Transportation Authority / Eastern Ohio Regional Transit Authority (OVRTA/EORTA) may file a complaint by completing and submitting an OVRTA/EORTA Title VI Complaint form.

### **How do you file a complaint?**

Complete, sign and return the OVRTA/EORTA Title VI Complaint Form. You may obtain the form by [clicking here](#), filling in the information, then returning the signed completed form by fax or mail. You may also request a form by writing to OVRTA/EORTA, 21 S. Huron Street, Wheeling, WV 26003 or by calling 304-232-2190.

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 act(s) 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, who could be contacted for clarity of your allegations. (See Question 11 of the Complaint Form)

Please submit your complaint form to the address or the fax number listed below:

OVRTA/EORTA  
21 S. Huron Street  
Wheeling, WV 26003  
Fax: 304-232-0811

## **How will your complaint be handled?**

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

OVRTA/EORTA will generally complete an investigation within 30 days from receipt of a completed complaint form. If more information is needed to resolve the case, OVRTA/EORTA may contact the complainant. Unless a longer period is specified by OVRTA/EORTA, the complainant will have 10 days from the date of the letter to send the requested additional information to the OVRTA/EORTA.

If the OVRTA/EORTA investigator is not contacted by the complainant or does not receive the requested additional information within the required timeline, the OVRTA/EORTA 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, OVRTA/EORTA will issue a letter to the complainant summarizing the results of the investigation by stating the findings and, if applicable, advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with the OVRTA/EORTA determination, he/she may request reconsideration by submitting a request in writing to the OVRTA/EORTA Executive Director within 7 days after the date of the OVRTA/EORTA letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of their decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Executive Director 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, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact the OVRTA/EORTA at 304-232-2190.