

# **Mountain Line Transit Authority's Title VI Complaint Procedures**

The Mountain Line Transit Authority is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with Mountain Line within 180 days from the date of the alleged discrimination. There are several ways to file a complaint.

## **In Writing**

- Complaints may be filed with Mountain Line in writing and may be addressed to the Mountain Line Transit Authority, Office of Civil Rights, Title VI Officer, 420 DuPont Road, Morgantown, WV 26501.

## **Electronic**

- Complaints may be filed with Mountain Line by email to [bus@busride.org](mailto:bus@busride.org) and submitting a signed copy to Mountain Line Transit Authority, Office of Civil Rights, Title VI Officer, 420 DuPont Road, Morgantown, WV 26501.

## **Directly to the U.S. Department of Transportation**

- A complainant may file a Title VI complaint with the U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights, 1760 Market Street, Suite 500, Philadelphia, PA 19 103-4124.

Mountain Line will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

## **What Happens to my Title VI Complaint to Mountain Line?**

All complaints will be investigated promptly. Once received, the complaint will be recorded in the Complaint Management database and assigned to an investigator. In instances where additional information is needed, the investigator will contact the complainant in writing. Failure of the complainant to provide the requested information by a certain date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, the Office of Civil Rights will investigate a Title VI complaint within 90 days of receipt. The investigator will prepare a draft written

response subject to review by Mountain Line's Civil Rights Officer. The Civil Rights Officer will make the final determination and approve the final response to the complainant, including notifying the complainant of his/her right to file a complaint externally.

The Office of Civil Rights will use its best efforts to respond to a Title VI complaint within ninety (90) calendar days of its receipt of such complaint. Receipt of additional relevant information and/or simultaneous filing of complaint with Mountain Line and an external entity may expand the timing of the complaint resolution.

## **Mountain Line's Title VI Policy in Additional Languages**

If requested, documents describing Mountain Line's Title VI Policy can be translated into languages other than English by calling 304-296-3680.