

**PRESTON COUNTY SENIOR CITIZENS, INC. DBA
BUCKWHEAT EXPRESS
TITLE VI COMPLAINT PROCEDURES**

The Preston County Senior Citizens, Inc. dba Buckwheat Express 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. Preston County Senior Citizens, Inc. dba Buckwheat Express recognizes its responsibilities to the communities in which it operates and to the society it serves. It is Preston County Senior Citizens, Inc. dba Buckwheat Express policy to utilize its best efforts to assure that no person 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 its program or transit service delivery and related benefits.

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under Preston County Senior Citizens, Inc. dba Buckwheat Express program of transit service delivery or related benefits, you may file a complaint with the Preston County Senior Citizens, Inc. dba Buckwheat Express EEO Officer, P.O. Box 10, Kingwood, WV 26537 or by e-mail at prestonseniors@atlanticbb.net. We encourage you to make your complaint in writing. Complaints must be filed within 180 days from the date of the alleged discrimination. Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1760 Market Street, Suite 500, Philadelphia, PA 19103-4124.

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The EEO Officer will review every complaint, and when necessary, assign a neutral party to investigate. At a minimum the investigating officer will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.
- Upon completion of the investigation, the EEO Officer will complete a final report. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report along with notifying the Complainant of his/her right to file a complaint externally. The investigation process and final report should take no longer than ninety (90) business days. Receipt of additional relevant information and/or simultaneous filing of complaint with Preston County Senior Citizens, Inc. dba Buckwheat Express and an external entity may expand the timing of the complaint resolution.

The EEO Officer shall maintain a log of Title VI complaints received which shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken in response to the complaint. Should Preston County Senior Citizens, Inc. dba Buckwheat Express receive a Title VI complaint in the form of a formal charge or lawsuit, the system's General Counsel shall be responsible for the investigation and maintaining a log as described herein. **Title VI complaints must be reported to the WV Division of Public Transit (WVDPT) within 24 hours of receipt of complaint. The WVDPT must also be forwarded status and final reports.**

If requested, documents describing the Preston County Senior Citizens, Inc. dba Buckwheat Express Title VI Policy can be translated into languages other than English by calling (304) 329-0464.

Title VI Complaint Form
Preston County Senior Citizens, Inc. DBA Buckwheat Express
P.O. Box 10 Kingwood, WV 26537

Phone/TDD (304) 329-0464

Preston County Senior Citizens, Inc. dba Buckwheat Express is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Officer by calling (304) 329-0464. *The completed form must be returned to P.O. Box 10, Kingwood, WV 26537.*

Name (print): _____

Mailing Address: _____

Phone: _____ **Alt Phone:** _____

Person(s) discriminated against (if someone other than the complainant): _____

Address, City, State & Zip: _____

1. Which of the following best describes the reason for why the alleged discrimination took place?

_____ **Race** _____ **Color** _____ **National Origin (Limited English Proficiency)**

2. Date, time and location of Incident: _____

3. Please describe why you believe discrimination has occurred. Provide names of all transit system personnel involved or responsible, if available. If there are witnesses, please provide names, addresses and telephone numbers. Use the back of this form if additional space is required.

3. (continued)

4. Have you filed a complaint with any other federal, state or local agencies?

_____ Yes _____ No

If yes, please list agency/agencies and contact information below (please use back of form if additional space is needed).

Agency: _____

Address: _____

Contact Person: _____ Phone: _____

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

Signature

Date

System Use ONLY

Date Received: _____

Received By: _____