

Potomac Valley Transit Authority Title VI/ADA 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.” Section 504 of the Rehabilitation Act of 1973 states that no otherwise qualified individual with a disability shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

If you believe you have been discriminated against because of your race, color, national origin, or disability, or you have a complaint about the accessibility of our transit system or service, you can file a formal complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

How do you file a complaint?

You can call us at (304) 257-1414, download and use our Title VI/ADA complaint form from our website at potomacvalleytransit.org, or request a copy of the form by writing to Potomac Valley Transit Authority, 185 Providence Lane, Petersburg, WV 26847.

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, telephone number, and e-mail address.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to address listed below:

General Manager
Potomac Valley Transit Authority
185 Providence Lane
Petersburg, WV 26847

Do you need complaint assistance?

If you are unable to complete a written complaint or if information is needed in another language, we can assist you. Please call us at (304) 257-1414 or email us at moreinfo@potomacvalleytransit.org.

How will your complaint be handled?

Potomac Valley Transit Authority investigates complaints received no more than 180 days after the alleged incident. We will process complaints that are complete. You will receive a letter acknowledging that we have received your complaint.

Potomac Valley Transit Authority will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, we may contact you. Unless a longer period is specified, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, we may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Potomac Valley Transit Authority will send you a letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken. If you disagree with the determination, you may request reconsideration by submitting a request in writing to Potomac Valley Transit Authority General Manager within seven (7) days of the date of the summary letter, stating with specificity the basis for the reconsideration. Potomac Valley Transit General Manager will notify you in writing of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Potomac Valley Transit General Manager will issue a determination letter upon completion of the reconsideration review.

Do I have other options for filing a complaint?

We encourage you to file the complaint with us. However, you may file a complaint with the West Virginia Division of Public Transit or the Federal Transit Administration.

West Virginia Division of Multimodal Facilities - Public Transit
Building 5, Room 650
1900 Kanawha Boulevard, East
Charleston, WV 25305
(304) 558-0428
DOTPublicTransit@wv.gov

Federal Transit Administration
Office of Civil Rights
Attention: Title VI or ADA Coordinator
East Building
5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC 20590