

PRTC Title VI Complaint and Investigation Procedures

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” (1994), and Executive Order 13166 “Improving Access to Services for Person with Limited English Proficiency” (2000), for alleged discrimination in any program or activity administered by the Potomac and Rappahannock Transportation Commission (PRTC).

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the attached complaint form to the following address:

**Title VI Coordinator
Potomac and Rappahannock Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA 22192
703-580-6147**

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and will include the complainant’s name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the PRTC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the PRTC Title VI Coordinator will assist the Complainant in converting the verbal complaint into a written complaint.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) business days from receipt of a complete complaint, PRTC will determine whether the complaint has sufficient merit to warrant investigation as a

Title VI complaint and will notify the Complainant. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.

6. If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of PRTC, 14700 Potomac Mills Road, Woodbridge, VA 22192.
8. Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.
9. The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by PRTC in response to the complaint. Should PRTC receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.
10. If information is needed in another language, contact 703-580-6147.

Spanish - Si necesita información en otro idioma, comuníquese al 703-580-6147.

Korean - 다른 언어로 된 정보가 필요하다면 703-580-6147로 문의하십시오.

Swahili - Ikiwa habari inahitajika kwa lugha nyingine, wasiliana na 703-580-6147.

Urdu - وٲ وٲ ترورض ٲك ٲاٲول عم ٲم ٲابز ٲر سٲو ٲسك ركا ، 703-580- 6147 رٲ ٲر ك ٲطبار

Hindi - यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो 703-580-6147 पर संपर्क करें।

Chinese - 如果需要其他語言的信息，請聯繫703-580-6147。