

Title VI Complaint Procedures

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with LCAAA if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590. :

LCAAA is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on LCAAA's nondiscrimination policies and procedures, or to file a complaint, please visit the website at LCAAA.org or contact the Transportation Coordinator 1105 W Danville St. South Hill Va. 23970 (434) 447-7661

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities, and are also included within LCAAA's 'brochure.

A copy of LCAAA's Title VI Complaint Form is attached as APPENDIX B.

Notifying the Public of Rights under Title VI

LAKE AREA BUS/HALIFAX AREA RURAL TRANSPORTATION

- LAB/HART operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under the Title VI may file a complaint with LAB/HART.
- For more information on LAB/HART's civil rights program, and the procedures to file a complaint, contact 800-252-4464; email transportation@lcaaa.org; or visit our administrative office at 1105 West Danville, Street, South Hill, VA. For more information, visit www.lcaaa.org.

Joel Fescharek
Transportation Coordinator
Lake Country Area Agency on Aging
1105 W. Danville St.
South Hill VA. 23970
(434) 447-7661
transportation@lcaaa.org