



TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

If information is needed in another language, please call (724) 981-1561.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by SVSS may file a Title VI complaint by completing and submitting SVSS's Title VI Complaint Form. SVSS investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

HOW TO FILE A COMPLAINT:

- A complaint can be filed in writing and mailed to the following address:
Title VI Coordinator
Shenango Valley Shuttle Service
2495 Highland Road
Hermitage, PA 16148
- The preferred method is to file a complaint in writing by completing SVSS's Title VI Complaint Form.
- If you do not use SVSS's Title VI Complaint Form, your written complaint must be signed and, at a minimum, must contain the following:
 - 1) Contact information, including complainant name, mailing address, telephone number(s), and e-mail address, etc.
 - 2) Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
 - 3) The date of the alleged act(s) and if known, the time of the alleged act(s).
 - 4) A description of how, when, where, and why you believe you were discriminated against, including location, names, and contact information of any witnesses.
 - 5) The basis of the complaint (race, color, national origin)
 - 6) Other information that you deem significant or important.
- A complaint can be filed verbally by calling, Title VI Coordinator, at (724) 981-1561.

You also have the right to file a complaint with an external entity, such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Information on how to file a complaint with the Federal Transit Administration (FTA) can be found at the following web address: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>. Below is additional contact information for the FTA:

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



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1. When a complaint is received by SVSS, the Title VI Coordinator will provide written acknowledgement within ten (10) business days by registered mail. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by SVSS. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with SVSS and an external entity simultaneously, the external complaint shall supersede SVSS' complaint and SVSS' complaint procedures will be suspended pending the external entity's findings.
3. Within ten (10) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as a Title VI complaint. The Complainant will be notified of the decision, by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
4. Investigation
 - a. A complete investigation will be conducted.
 - b. The investigation may include discussion(s) of the complaint with all affected parties to determine the facts.
 - c. The investigation will be conducted and completed within sixty (60) calendar days of the acceptance of the formal complaint.
 - d. The Title VI Coordinator will issue an investigative report summarizing the investigation as well as findings and recommendations for corrective action, if any and as appropriate.
5. The Complainant will receive a registered letter stating the final decision by the end of the 60-day period. The letter will contain the procedures to appeal the decision.
6. Appeal
 - a. Anyone wishing to appeal the findings, recommendations and/or conclusions in the Title VI Coordinator's report may do so by submitting a letter to the Executive Director, Mercer County Regional Council of Governments within fifteen (15) business days of the receipt of the report. The letter must explain the complainant's position. The mailing address:
Executive Director
The Mercer County Regional Council of Governments
2495 Highland Road
Hermitage, PA 16148



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- b. Within thirty (30) calendar days, the Executive Director will make a determination of the appeal and notify the Complainant confirming the Title VI Coordinator's Report, the need for further investigation or other assessment.

Non-Retaliation: No person or entity will suffer retaliation or reprisal by SVSS as a result of filing a Title VI discrimination complaint or as a result of participating in an investigation of a complaint. Any person who believes that they have suffered retaliation as a result of making a Title VI complaint or participating in any such investigation may make a complaint in accord with this process.