

TITLE VI /ADA DISCRIMINATION COMPLAINT PROCEDURES

1. If a beneficiary of Title VI /ADA contacts the Virginia Department of Rail and Public Transportation (DRPT - the agency who oversees the Virginia Breeze Intercity Bus service) with a complaint that falls under Title VI or the ADA, there are three avenues for the complaints: the DRPT website, the central phone number, and mail.
2. When a complaint is received, it is directed to the DRPT Public Communications division, where it is logged into our communications database prior to being forwarded to the Title VI Compliance Officer. If a complaint comes into the central phone number, pertinent contact information is taken and the information is directed to our Title VI Compliance Officer.
3. Depending upon the nature of the complaint, the Compliance Officer will oversee the investigation deemed necessary.
 - a. If the complaint addresses a subrecipient, the complainant will be directed to the subrecipient in question.
 - b. Should the complainant not wish to contact the subrecipient directly or should the complainant state that the subrecipient has already been contacted and did not respond appropriately, DRPT will handle the investigation.
 - c. If the complaint addresses DRPT specifically, the Compliance Officer will oversee the investigation.
4. If the complaint is about a subrecipient that DRPT is overseeing, the Compliance Officer will assign the investigation to the appropriate Program Administrator, copying the Chief Operating Officer.
 - a. The Program Administrator will investigate the matter fully.
 - b. Should the complaint be validated, the Chief Operating Officer will ensure that the matter is handled appropriately and the behavior ceases and desists.
 - c. Should the complaint not be validated, the Chief Operating Officer will close the investigation.
 - d. The Chief Operating Officer will contact the complainant in writing and report the findings of the investigation and inform the complainant that the findings may be appealed to the Director of DRPT.
 - e. The Director's decision is the final administrative option available, prior to moving to the court system.
5. If the complaint is about a subrecipient and the complainant has agreed to contact the subrecipient directly, the DRPT Compliance Officer will contact the appropriate Program Administrator, copying the Chief Operating Officer, to ensure that the subrecipient addresses the complaint in an appropriate manner.
6. If the complaint is about DRPT, the Compliance Officer will contact the Director of DRPT and the investigation will be handled internally, with a final report submitted to the Director.

7. All documentation will be maintained in DRPT's filing system.