

Title VI Complaint Procedures & Record-Keeping

Any individual may exercise their right to file a complaint with GRTC if that person believes that they (or any other program beneficiaries) have been subjected to unequal treatment or discrimination in the receipt of transit service. GRTC will make a concerted effort to resolve complaints using the complaint procedures described below. All Title VI complaints and their resolution will be logged as described and reported with all program updates. Should any Title VI investigations be initiated by FTA, or any Title VI lawsuits be filed against GRTC, the agency will follow these procedures.

HOW TO FILE A COMPLAINT

- Any person who believes they have been discriminated against on the basis of race, color, or national origin by GRTC may file a Title VI complaint by completing and submitting the agency's Title VI Program Complaint Form.
- All complaints must be in written form and use the GRTC Title VI Program Complaint Form.
 - Any person that contacts GRTC Customer Service and alleges discrimination based on race, color, national origin, or income status will be offered a digital or hard copy of the Title VI Program Complaint Form to fill out and return.
 - Customer Service staff will also offer to assist the person with filling out the form and send a hard copy of the completed form to the person to sign and return via email or mail, as described below.
- A copy of the Agency's Title VI Program Complaint Form may be obtained as follows:
 - Website at <https://www.ridegrtc.com/wp-content/uploads/2025/01/Title-VI-Complaint-Form.pdf>
 - Phone: Call (804) 358-GRTC (4782) and ask to speak with Customer Service who will email or mail a copy of the form.
- Written complaints must be submitted in one of the following ways:
 - A complaint submitted by mail must be addressed as follows:
GRTC
Attention: Title VI Officer
301 East Belt Boulevard
Richmond, VA 23224
 - A complaint can be emailed to TitleVI@ridegrtc.com; Subject: Title VI Complaint

- Complaints must be received within 180 days of the date of the alleged incident and must be complete and provide the requested information.
- A Title VI complaint may also be filed directly with the Federal Transit Administration (FTA). The Complaint Form may be found online at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>.

HOW TITLE VI COMPLAINTS ARE PROCESSED

- The GRTC Title VI Officer will notify the alleging party within three days of the complaint's receipt. This notification initiates the review period.
- The Title VI Officer will conduct a prompt investigation of each discrimination complaint filed and will develop a complete case record. A complete case record consists of the name and address of all parties interviewed/consulted and a summary of their statements, copies of summaries of pertinent documents, and a narrative summary of all evidence disclosed in the complaint investigation. It also includes the completed Title VI Program Complaint Form.
- A written report is to be prepared at the conclusion of the investigation, and this shall include a summary of the complaint, description of the investigation, findings, and recommendations.

DISPOSITION APPROVAL AND NOTICE

- The Title VI Officer will present recommendations to GRTC's Chief Operating Officer (COO) for approval of the disposition. If the complaint is determined to be valid, the recommendation will include proposed actions to address the situation. A resolution with no actions will be recommended if the complaint is found not valid or there is insufficient evidence to support the complaint.
- The Title VI Officer will notify the alleging party about the resolution/disposition of the complaint within 30 days of its receipt by the Title VI officer. Proper log of the resolution to the complaint will be kept on file.

APPEALS

- The alleging party may submit an appeal within 30 days from the date the notice of disposition is issued.



- Appeals will be reviewed within 30 days. The appeal will be heard by the GRTC Chief Executive Officer (CEO).
- If the alleging party so chooses, they may at any time pursue a complaint through the Federal Transit Administration (FTA).

MONITORING

- The Title VI Officer, Director of Planning & Scheduling, Director of Communications, and Customer Service Manager will conduct a quarterly review of all Title VI complaints reviewed by GRTC. Corrective actions taken at the time of each resolution will be reviewed in these quarterly sessions. The Title VI Officer may waive the requirement of a quarterly meeting if no complaint or corrective action has been taken in the closing quarter.