

TITLE VI COMPLAINT PROCEDURE

POWHATAN COUNTY RIDE ASSIST SERVICES

Any individual may exercise his or her right to file a complaint with POWHATAN COUNTY RIDE ASSIST SERVICES 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.

POWHATAN COUNTY RIDE ASSIST SERVICES includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The POWHATAN COUNTY RIDE ASSIST SERVICES is committed to ensuring that no person is excluded from participation in, or denied the benefits of its volunteer transportation services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on POWHATAN COUNTY RIDE ASSIST SERVICES nondiscrimination policies and procedures, or to file a complaint, please visit the website at <http://powhatanva.gov/1795/Ride-Assist-Services> or TITLE VI COORDINATOR, POWAHTAN COUNTY RIDE ASSIST SERVICES, 3908 OLD BUCKINGHAM ROAD, SUITE 2, POWHATAN VA 23139.

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 POWHATAN COUNTY RIDE ASSIST SERVICES' MANUAL.