

Title VI: LEP Complaint Process

As a recipient of federal financial assistance, PART has in place the following Title VI complaint procedure.

1. Submit complaint: Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation from Pickaway Area Rural Transit federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. Such complaint must be filed within 30 calendar days after the date the person believes the discrimination occurred.

Submit written complaints to:

Andrew Binegar, Executive Director, Pickaway County Community Action Organization, Inc.
469 E. Ohio St.
Circleville, OH. 43113

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination and shall include the following information:

- Name, address, and phone number of the Complainant.
- A written statement of the complaint, including the following details:

(a) Basis of complaint (i.e., race, color, national origin or language, disability, religion, familial status, or retaliation).

(b) The nature of the incident that led the complainant to feel discrimination was a factor.

(c) A detailed explanation of the alleged discriminatory act(s).

(d) The date or dates on which the alleged discriminatory event or events occurred.

(e) If applicable, name(s) of alleged discriminating official(s).

- Other agencies (state, local or Federal) where the complaint is also being filed (optional).
- Complainant's signature and date.

2. Review and Response: Upon receipt of the Complaint, PICCA shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint.

Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the PART's processes relative to Title VI and environmental justice, as appropriate.

The staff review officer(s) shall forward their recommendations to the Transportation Director, for concurrence. If PART concurs, the Transportation Director shall issue PART's written response to the Complainant, which must be approved by the Executive Director. This response shall be issued no later than 30 calendar days after the date the complaint was received. If more time is required, the Transportation Director shall notify the complainant of the estimated time-frame for completing the review.

3. Appeal: The Complainant may appeal PART's response to the Complaint by submitting a written appeal to the PICCA Executive Director no later than 15 calendar days after receipt of the PART's written response. A response to any appeals will be issued by the PICCA Executive Director within 15 days of receipt.

4. Submission of Complaint to the Federal Transit Administration: If the Complainant is dissatisfied with PART's resolution of the Complaint, he or she may also submit a complaint to The Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator East Building 5th Floor-TCR, 1200 New Jersey Ave, SE, Washington DC, 20590. If information is needed in another language, contact 800-555-1212. In accordance with Chapter VII, Title VI Discrimination Complaints, of Federal Transit Administration Circular 4702.1B, such a complaint must be submitted within 180 calendar days after the date of the alleged discrimination. Chapter IX of the FTA Circular 4702.1B, which outlines the complaint process to the Department of Transportation, may be obtained online at www.fta.dot.gov. Paper copies of the circular may be obtained by calling FTA's Administrative Services Help Desk, at 202-366-4865. These procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

For more information, please contact Andrew Binegar at 740-477-1655 x301.