

Area Agency on Aging of Western Arkansas, Inc. d/b/a Western Transit System
Transportation Program

TITLE VI COMPLAINT PROCEDURES

GENERAL

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

Area Agency on Aging of Western Arkansas, Inc. d/b/a Western Transit System has adopted a complaint procedure providing for prompt and equitable solution of complaints alleging any action prohibited by the U.S. Department of Justice regulations including but not limited to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1973, Civil Rights Restoration Act of 1987, and Americans with Disabilities Act of 1990.

Any person believing, he or she has been excluded from, denied participation in, denied the benefits of, or otherwise has been subjected to discrimination under any Area Agency on Aging of Western Arkansas, Inc. d/b/a Western Transit System service, program or activity (whether federally funded or not) due to that person's race, color, national origin, religion, sex, age, or disability has the right to file a complaint. Area Agency on Aging of Western Arkansas, Inc.'s Personnel Policy governs employment-related complaints of discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible, but no later than 180 calendar days after the alleged violation to:

Kristen Christy, Title VI Coordinator
Area Agency on Aging of Western Arkansas, Inc.
P.O. Box 1724
Fort Smith, Arkansas 72901
Email: kchristy@agingwest.org
Telephone: 479-783-4500 TDD/TDY: 866-235-7995

Within 15 calendar days after receipt of the complaint, the Title VI Coordinator or designee will contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of the meeting, the Title VI Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape.

The response will explain the position of Area Agency on Aging of Western Arkansas, Inc. d/b/a Western Transit System and offer options for substantive resolution of the complaint.

If the response by the Title VI Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the response to the Federal Transit Administration (FTA).

Area Agency on Aging of Western Arkansas, Inc. d/b/a Western Transit System will retain a log of all Title VI complaints received by the Title VI Coordinator for at least five (5) years. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response of the complaint.

Alternate formats of this policy (large print, Braille, audiotape) are available upon request. Please contact Kristen Christy, Title VI Coordinator at 479-783-4500 TDD/TDY: 866-235-7995.