

Section IV:

Have you previously filed an ADA/Title VI complaint with this agency?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Section V:

Have you filed this complaint with any other State, Federal, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency _____ State Agency _____
 Local Agency _____ Federal Court _____
 State Court _____

Please provide information about a contact person at the agency/court where the complaint was filed:

Name:
Title:
Agency:
Address:
Telephone:

Section VI

Name of agency complaint is against:
Contact Person:
Title:
Telephone Number:

You may also attach any written materials or other information that you think is relevant to your complaint.

Signature

Date

**Please submit this form in person at: Schuylkill County Transportation Authority
300 Wade Road
St. Clair, PA 17970**

**Or mail to: Schuylkill County Transportation Authority
Attn: ADA/Title VI Project Coordinator
PO Box 67
St. Clair, PA 17970-0067**

ADA/Title VI Civil Rights

Schuylkill County Transportation Authority (SCTA) operates its programs and services without regard to race, color, national origin, sex, age or disability, in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by an unlawful discriminatory practice under ADA/Title VI may file a complaint with SCTA.

For more information on SCTA's civil rights program and the procedures to file a complaint, please contact 570-429-2701 (TTD 1-888-972-2323); email info@go-sts.com or visit our administrative office at 300 Wade Road, St. Clair, PA 17970 from 8:00 a.m. to 4:00 p.m. Monday through Friday. For more information about SCTA programs and services, visit www.go-sts.com

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the 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, please contact 570-429-2701.

SCTA's ADA/Title VI Complaint and Investigation Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by SCTA.

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. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of information mediation meeting(s) between the affected parties and SCTA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve ADA/Title VI complaints:

1). A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, age, or disability), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

SCTA strongly encourages the use of SCTA's "ADA/Title VI Complaint Form" when filing official complaints.

The preferred method is to file your complaint in writing using the ADA/Title VI Complaint Form, and sending it to:

ADA/Title VI Coordinator

SCTA

PO Box 67

St. Clair, PA 17970-0067

2). In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SCTA ADA/Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the

SCTA Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3). When a complaint is received, the ADA/Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.

Please Note: The filing of a Complaint shall be deemed given and received by SCTA on the date of service if personally served. If mailed by U.S. Mail or sent by a nationally recognized overnight mail courier service (such as FedEx or UPS), the filing of a Complaint shall be deemed given and received by SCTA on the date of receipt. If mailed, it must be sent by certified mail, postage prepaid, return receipt requested.

4). If a complaint is deemed incomplete, additional information will be requested and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5). Within 15 business days from receipt of a complete complaint, SCTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

- a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- b. If the complaint is to be investigated, the notification shall state the grounds of SCTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting with the investigator.

6). When SCTA does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7). If the complaint has investigative merit, the Executive Director or his/her authorized designee will instruct the ADA/Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the ADA/Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

8). The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.

9). If the Complainant is dissatisfied with SCTA's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration
Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE,
Washington DC 20590