

## **Title VI - Non-Discrimination Policy & Complaint Procedure**

### **Walker County Transit Non-Discrimination Statement**

Walker County Transit is committed to a policy of non-discrimination in program services pursuant to the requirements of Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a complaint with Walker County Transit. To receive additional information on Walker County Transit's non-discrimination obligations, or to file a complaint, please call the Walker County Transit administrative office at 706-375-0803 or write to:

Walker County Transit  
91 Industrial Drive  
Chickamauga, GA 30707

### **Title VI Complaint Procedures**

Should a complaint be filed with Walker County Transit and an external agency simultaneously, the external complaint shall supersede the Walker County Transit complaint and Walker County Transit's complaint procedures will be suspended pending the external agency's findings. If filed with Walker County Transit, the supervisor will begin assessment or investigation of the complaint within fifteen (15) working days of receiving the complaint. Based upon all of the information received, the supervisor will prepare a draft written response subject to review by the Walker County Commissioner and County Attorney. If more time is required, the supervisor shall notify the complainant of the estimated timeframe for completing the review, not to exceed (60) calendar days of the receipt of the formal complaint. If appropriate, Walker County Transit may administratively close the complaint. If final written response is determined to be needed, the complainant will receive a letter stating the final decision of the supervisor and/or the Walker County Commissioner and/or the County Attorney and the complainant will be advised of his/her right to file a complaint with the Federal Transit Administration (FTA), Office of Civil Rights should the complainant feel dissatisfied with the decision.

To file a complaint with the Federal Transit Administration, fill out a Title VI complaint form and mail it to:

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