

C. Notice to the Public

Gateway PVA Transportation Program Notifying the Public of Rights under Title VI

Gateway Chapter, Paralyzed Veterans of America (PVA) posts Title VI notices on our agency's website, in public areas of our agency, in our board room, and on our buses and/or paratransit vehicles.

Gateway Chapter, PVA operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against on the basis of race, color, or national origin by the Gateway Chapter, PVA Transportation Program, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with Gateway Chapter, PVA:

1. By requesting a complaint form through email or written correspondence to the Chapter, verbal request to a driver, requesting a form from a board member, or online request through our website.
2. In addition to the complaint process at Gateway Chapter, PVA, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, Federal Transit Administration, 901 Locust St, Suite 404, Kansas City, MO 64106, Ph:816-329-3920 or by fax at 816-329-3921.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact 314-427-0393.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of GPVA Transportation programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by the GPVA Transportation Program may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the GPVA Transportation Program Title VI Complaint Form at www.gatewaypva.org, or request a copy by writing to: Gateway Chapter, Paralyzed Veterans of America, 1311 Lindbergh Plaza Center, St. Louis, MO 63132. Information on how to file a Title VI complaint may also be obtained by calling the GPVA Chapter Office at 314-427-0393.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to: Gateway Chapter, Paralyzed Veterans of America, St. Louis, MO 63132.

COMPLAINT ACCEPTANCE: GPVA will process complaints that are complete.

Once a completed Title VI Complaint Form is received, the Executive Director will review it to determine if GPVA has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by the GPVA Board of Directors.

INVESTIGATIONS: The GPVA Board of Directors will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, the GPVA Board of Directors may contact the complainant. Unless a longer period is specified by the GPVA Board of Directors, the complainant will have ten (10) days from the date of the letter to send requested information to the GPVA Board of Directors investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with the GPVA Board of Directors determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. The GPVA Board of Directors will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the GPVA President will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact the Executive Director at: Gateway Chapter, Paralyzed Veteran of America, 1311 Lindbergh Plaza Center, St. Louis, MO 63132, or at 314-427-0393.