

Wayne X-Press Title VI Procedures

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color or national origin by Wayne X-Press may file a complaint by completing and submitting Wayne X-Press the Title VI Complaint form.

How do you file a complaint?

You may download the Wayne X-Press Title VI Complaint Form at www.waynexpress.com, complete it on-line or request a copy by writing or phoning Wayne X-Press, 3609 Hughes Street Huntington WV 25704 and (304) 429-0070 or Toll Free (800) 377-6265.

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

- Your name, address and telephone number. (See Question 1 of the Complaint Form)
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 7, 8, 9, and 10 of the Complaint Form)
- The names of any persons, if known, whom the Title VI officer could contact for clarity of your allegations. (See Question 11 of the Complaint Form)

Please submit your complaint form to address listed below:

3609 Hughes Street
Huntington WV 25704

How will your complaint be handled?

Wayne X-Press investigates complaints received no more than 180 days after the alleged incident. Wayne X-Press will process complaints that are complete. Once a completed complaint is received, Wayne X-Press will review it to determine if Wayne X-Press has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Wayne X-Press.

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

If Wayne X-Press investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Wayne X-Press may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, Wayne X-Press will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with Wayne X-Press determination, he/she may request reconsideration by submitting a request in writing to Wayne X-Press Transportation Manager within seven (7) days after the date of Wayne X-Press letter, stating with specificity the basis for the reconsideration. The Transportation Manager will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 days. In cases where reconsideration is granted, the Transportation Manager 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 FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact Wayne X-Press at (304) 429-0070 or Toll Free (800) 377-6265.