

Wayne County Transit (WCT)

Title VI Complaint Procedures

Wayne County Transit (WCT) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with Wayne County, Georgia. Translation of Title VI Complaint Procedures is provided on the WCT website at www.WCTransit.com for Spanish, Korean, Vietnamese and Chinese. If this information is needed in another language, please call (912) 427-5914 to speak with an interpreter. You have the right to receive language assistance to access WCT services and documents, free of cost.

Traducción de aviso para el público derechos de bajo título VI se proporciona en el sitio web de WCT www.WCTransit.com para español, Coreano, vietnamita y chino. Para otro ayuda con el idioma, por favor llame al (770) 822-5010 para hablar con un intérprete. Usted tiene el derecho de recibir ayuda con el idioma para acceder a servicios de WCT y documentos, libres de costo.

공중의 권리에서 제목 VI에 대한 통지의 제공 WCT 웹사이트 www.WCTransit.com에서 스페인어, 한국어, 베트남어, 중국어. 다른 언어 지원에 대한 전화 주세요 (770) 822-5010 통역사와 이야기를 합니다. WCT 서비스와 비용의 무료 문서에 액세스 하려면 언어 지원의 받을 권리가 있습니다. Ban dich Cda thông báo cho các khu vtXC của quyền dtrái tiêu dè VI òt.rqc cung cấp trên trang web cia WCT tai www.WCfransit.com cho Tây Ban Nha, Hàn Qu6c, Việt Nam và Trung Qu5c. Dé h6 trq ngôn ngữ' khác, Xin vui lòng gQi (770) 822-5010 nói chuyên vúi mêt thông dich viên. Ban có quyền nhân du'qc ngôn ngữ' hữ trq truy cap vào dich vu WCT và các văn bản, miễn phí.

通知公共權利下標題六的翻譯為西班牙文、朝鮮語、越南文和中文提供 WCT 在 www.WCTransit.com 網站上。其它語言的協助，請致電 (770) 822-5010 發言與口譯員。你有權接受語言援助，以便訪問 WCT 服務和文檔，免費的成本。

The following steps describe the procedures to file a complaint and how Wayne County will respond.

1. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by WCT may file a Title VI complaint by completing and submitting the WCT Title VI Complaint Form. Wayne County investigates complaints received no more than 180 days after the alleged incident. Wayne County will process complaints that are complete.
2. The WCT Title VI Complaint Form can be obtained by downloading from the WCT website www.WCTransit.com or by contacting customer service at (912) 427-5914. If you have trouble using a standard telephone and need TTY/TTD services, dial 7-1-1 to set up Georgia Relay communications; language assistance is available for persons with limited English proficiency.

3. The complaint shall be sent to the following address: WCTitle VI Coordinator Ms. Angie Parker Wayne County Transit 341 East Walnut Street Jessup GA 31546
4. Once the complaint is received, the WCT Title VI Coordinator will review it to determine if Wayne County has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Wayne County. Page 2 of 2
5. Wayne County has 90 days to investigate the complaint. If more information is needed to resolve the case, Wayne County may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Wayne County can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue her/his case.
6. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to do so. A person may also file a Title VI complaint directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, D.C. 20590. Please visit this webpage: http://www.fta.dot.gov/civilrights/12328_5104.html for information on filing and a Federal Transit Administration complaint form.