



OFFICE OF TRANSPORTATION

Complaint Procedure

Any person who believes they have been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by Centre County Office of Transportation may file a complaint by completing and submitting Centre County Office of Transportation's Complaint Form.

The Complaint Form may also be used to submit general complaints to Centre County Office of Transportation.

Centre County Office of Transportation investigates complaints received no more than 180 calendar days after the alleged incident. Centre County Office of Transportation will process complaints that are complete.

Once the complaint is received, Centre County Office of Transportation will review the complaint and work to resolve the complaint informally, if possible.

Centre County Office of Transportation will inform the Pennsylvania Department of Transportation (PennDOT) that a complaint has been received and will appraise PennDOT at each step of the complaint procedure. Centre County Office of Transportation will adhere to guidance given by the PennDOT relevant to discrimination complaints; however, Centre County Office of Transportation should make no expectation that PennDOT will issue formal comment on any complaint.

If the complaint warrants a formal civil rights complaint process, Centre County Office of Transportation will follow the steps listed in this complaint procedure. Centre County Office of Transportation may also use this formal procedure to address general complaints. If Centre County Office of Transportation determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by Centre County Office of Transportation as a civil rights complaint.

Centre County Office of Transportation has 30 calendar days to investigate the civil rights complaint. If more information is needed to resolve the case, the Centre County Office of Transportation may contact the complainant.

The complainant has 10 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 10 business days, Centre County Office of Transportation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued 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. The Pennsylvania Department of Transportation shall be carbon copied on this letter.

A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. The Pennsylvania Department of Transportation shall be carbon copied on this letter.

If the complainant wishes to appeal the decision, the complainant has 30 calendar days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with:

Federal Transit Administration Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Pennsylvania Department of Transportation
Bureau of Equal Opportunity
400 North Street, 5th Floor
Harrisburg, PA 17120

If information is needed in another language, then contact 814-355-6700.

Si se necesita informacion en otro idioma de contacto, 814-355-6700.