

Complaint and Investigations Procedure

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Administration Staff will review every complaint, and when necessary, assign a neutral party to investigate.

Procedure for Identifying and investigating the alleged complaint:

1. Identify and review all relevant documents, practices and procedures;
2. Identify and interview persons with knowledge of the Title VI violation:
 - the person making the complaint
 - witnesses or anyone identified by the Complainant
 - anyone who may have been subject to similar activity, or anyone with relevant information.
3. Contact the Watertown Area Transit, Inc. Attorney for legal counsel
4. Upon completion of the investigation
- 5.
6. A complete final report will be reviewed with the Director of the Board.
7. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately.
8. The Complainant will also receive a final report together with any remedial steps.
9. The investigation process and final report should take no longer than twenty-five (25) business days.
10. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Theresa L. Guarantano, COLT Executive Director, 200 Willow Street, Lebanon, PA 17046.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1760 Market Street, Suite 510, Philadelphia, PA 19103-4124, Phone: 215. 656.7070.

The Compliance Officer shall maintain a log of Title VI complaints received. This log will include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the Watertown Area Transit, Inc. in response to the complaint.

Should the Watertown Area Transit, Inc. receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described herein.