



HBFAAA COMPLAINT PROCEDURE

1. The person filing the complaint on the basis of discrimination based on race, color, national origin, or disability will be informed that the complaint may be either filed directly with HBFAAA or with FTA.

HBFAAA
c/o Connie Brode
Executive Director
240 Wood Street P.O. Box 46
Bedford, PA 15522
Phone (814) 623-8148
Fax (814) 623-5929

Federal Transit Administration Office of Civil Rights
Attention: Title VI or ADA Program Coordinator
1200 New Jersey Avenue SE
Washington, DC 20590

2. If the person opt to file the complaint with HBFAAA, the complaint will be directed by the Executive Director to the appropriate department director for a fact finding review. The director will prepare a written response of the complaint and submit it to the HBFAAA Executive Director. HBFAAA has 10 days to investigate the complaint. If more information is needed to resolve the case, HBFAAA 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 additional information within 10 business days , Agency can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. If the complaint is valid and supported by facts, the Executive Director will order corrective action be taken.

4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
5. If the proposed remedy is not acceptable, the person who filed the complaint may request a hearing with HBFAAA Grievance Counsel for the purposes of stating their complaint and identifying an appropriate remedy.
6. The Grievance Counsel will issue a response and recommend a remedy within ten days of the hearing.
7. If acceptable, the matter is concluded. If not, the person will be advised of the appropriate steps to file the complaint with the FTA.