



FRANKLIN COUNTY OFFICE OF AGING
295 TECHNOLOGY DRIVE
ROCKY MOUNT, VA 24151
540-483-9238

Title VI Complaint Procedures

Requirement to Develop Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49 CFR Section 21.9(b), all recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form. The form and procedure for filing a complaint shall be available on the recipient's website and at their facilities.

Any individual may exercise his or her right to file a complaint with Franklin County Office of Aging if that person believes that he or she has been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DRPT within three business days (per DRPT requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

Franklin County Office of Aging includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

The Franklin County Office of Aging is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964.

For additional information on Franklin County Office of Aging's nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.playfranklincounty.com or contact (Marcia Cramblitt, Office of Aging & Recreation Manager) at 295 Technology Drive in Rocky Mount, Virginia.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service and agency's facilities and are also included within Franklin County Office of Aging's website and brochure.

See APPENDIX C- Title Complaint Form