

Section IV:		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Have you previously filed an ADA complaint with this agency?	Yes	No
Section V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> State Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> Local Agency: _____	
<input type="checkbox"/> State Court: _____		
Please provide information about a contact person at the agency / court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI:		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature Date

Title VI and ADA Complaint Procedures

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 and ADA 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 and ADA 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 Friendship Industries, Inc. 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 and ADA complaints and their resolution will be logged and reported annually (in addition to immediately) to DRPT.

Friendship Industries includes the following language on the interior of each vehicle operated in passenger service. With regard to transportation services, Friendship Industries includes this information on relevant printed information materials, on the agency's website relevant to services, in relevant press releases, in relevant public notices, in relevant published documents, when discussing and/or in relation to transportation services:

Friendship Industries 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 and the Americans with Disabilities Act (ADA).

For additional information on Friendship Industries' nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.Friendship-Industries.com or contact Human Resource Office, Friendship Industries, Inc., 801 Friendship Drive, Harrisonburg, VA 22802.

Instructions for filing Title VI and ADA complaints are posted on the agency's website and in posters on the interior of each vehicle operated in passenger service.

SEE APPENDIX C-Title VI Complaint Form