



Title VI Complaint Procedure

Any person who believes they have been discriminated against on the basis of race, color, or national origin by the ACCESS program may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints received no more than 180 days after the alleged incident are investigated, and only completed complaints will be processed.

Once the complaint is received, it will be reviewed to determine if the ACCESS program has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by the ACCESS program.

The ACCESS program has 60 days to investigate the complaint. If more information is needed to resolve the case, the complainant may be contacted. The complainant has 15 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 15 business days, the case can be administratively closed. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters 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. An 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. If the complainant wishes to appeal the decision, they have 60 days after the date of the letter or the LOF to do so.

Complaints may also be filed with Port Authority of Allegheny County, 345 6th Ave., Pittsburgh, PA 15222.

Materials are available in accessible formats upon request: Braille; Large print; and Word or Text files.

For more information, contact the ACCESS program office by phone or by writing to:

ACCESS Transportation Systems
650 Smithfield St, Suite 440
Pittsburgh, PA 15222



Questions? Call
(412) 562-5353 or TTY 711



Office hours are Monday–
Friday 8 a.m.–4:30 p.m.



Find ACCESS information
online at myaccessride.com