



Title VI Complaints

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Any individual may exercise his or her right to file a complaint with Woodley House, Inc. if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will make a concerted effort to resolve complaints locally, using the agency's Consumer Grievance Procedures, which includes Title VI complaint procedures.

All Title VI complaints and their resolution will be logged and reported to COG within 3 business days, and in addition to the Quarterly Report.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Woodley House, Inc. includes the following language in Consumer Rights and Responsibilities materials and training, in common areas of its facilities and on posters on the interior of each vehicle operated in passenger service:

Woodley House, Inc. is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color, disability, or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on Woodley House, Inc.'s nondiscrimination policies and procedures, please visit the website at www.woodleyhouse.org.

Instructions for filing Title VI complaints are posted on the agency's website and in posters on the interior of each vehicle operated for passenger service at the agency's facilities, and are also included within Woodley House's **Consumer Grievance** brochure.

To file a complaint regarding discrimination, please complete the Title VI Complaint Form and submit in person or by mail to the following:

Title VI Manager
Woodley House, Inc.
6856 Eastern Ave., NW, Suite 300
Washington, DC 20012
Phone: 202-830-3508