Title VI Notice and Complaint Procedures

Piedmont Senior Resources Area Agency on Aging (the Agency) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Agency.

For more information on the Agency civil rights program, and the procedures to file a complaint, please call 434-767-5588, (TTY / TTD 434-767-5588 or 711); email gangle@psraaa.org; or visit our administrative office at 1413 S. Main St, Farmville, VA 23901. www.psraaa.org.ation, visit

Any person who believes they have been discriminated against on the basis of race, color, or national origin by the Piedmont Senior Resources Area Agency on Aging (the Agency) may file a Title VI complaint by completing and submitting the agency's Title VI complaint form. The Agency investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the complaint is received, the Agency will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office.

The Agency has 60 days to investigate the complaint. If more information is needed to resolve the case, the Agency 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 the additional information within 10 business days, the Agency can administratively close the case. 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 members, or other action will occur. If the complainant wishes to appeal the decision, they have 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.