

Attachment V – Complaint Procedures

How to File a Complaint to AMTRAN

A person with a Title VI, ADA, or other complaint may submit the complaint to AMTRAN using the following procedures:

1. A complaint submitted in writing must include the person's name and contact information, the date of the incident, description and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, fax, or hand delivered.
2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incident, description and the identity of the person, department or service that caused the complaint.
3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between AMTRAN and the person filing the complaint.
4. All complaints shall be addressed to AMTRAN's Compliance Officer.

Complaints must be mailed within 180 days of any alleged discrimination.

AMTRAN Complaint Procedure

1. The person filing a complaint on the basis of discrimination based on race, color, or national origin will be informed that the complaint may be either filed directly with the FTA or with AMTRAN.

AMTRAN c/o Betsy Randazzo
Compliance Officer
3301 Fifth Avenue
Altoona, PA 16602 Phone
(814) 944-4074
Fax (814) 941-2733

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
1200 New Jersey Avenue
SE Washington, DC 20590

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2. If the person opts to file the complaint with AMTRAN, the complaint will be directed by the Compliance Officer to the appropriate department manager for a fact-finding review. The manager will prepare a written response to the complaint and submit it to the AMTRAN Compliance Officer. AMTRAN has 10 days to investigate the complaint. If more information is needed to resolve the case, AMTRAN 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 Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. If the complaint is valid and supported by facts, the Compliance Officer will order corrective action be taken.
4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
5. If the proposed remedy is not acceptable, the person who filed the complaint may request a hearing with AMTRAN's CEO for purposes of stating their complaint and identifying an appropriate remedy.
6. The CEO will issue a response and recommend a remedy within ten days of the hearing.
7. If acceptable, the matter is concluded. If not, the person will be advised of the appropriate steps to file the complaint with the FTA.