

TITLE VI COMPLAINT PROCEDURE:

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by the Mass Transportation Authority (MTA) will be handled in the following steps:

- 1) Submitting a Complaint:
 - a. The passenger may contact the MTA Customer Service Department at (810) 767-0100. This number is listed on ALL printed materials for the convenience of the passengers and is the first piece of information given out to passengers and the general public or,
 - b. The passenger may appear in person at the MTA Administration Building or the MTA Transportation Center located in downtown Flint and personally fill out a complaint with a Customer Service Representative or,
 - c. The passenger may contact the Disability Network, an organization that works with disabled individuals within the community, to file a complaint at (810)742-1800 or,
 - d. The passenger may file a regular complaint through our website at:
<https://mtaflint.org/contact/> .
- 2) A formal Title VI complaint must be filed within 180 days of the alleged occurrence. The complainant must fill out the MTA Title VI Complaint Form and it must be signed by the individual or his/her representative, and will include the complainant's name, address, and telephone number; date and time of the alleged occurrence and basis of the complaint (race, color or national origin,). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. The MTA strongly encourages the use of the MTA Title VI Complaint Form when filing an official complaint. A Title VI Complaint Form can be found on the MTA website:
<https://www.mtaflint.org/wp-content/media/CS-025-Title-VI-ADA-Complaint-Form-002.pdf> . This complaint will be reviewed by the acting Title VI Coordinator and forwarded to the Chief Officer of Human Resources.
- 3) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the MTA Customer Service Department who will assist in processing or assisting in filing the complaint. Further investigation may include interviewing the complainant for more information.
- 4) In instances where additional information is needed for assessment or investigation of the complaint, the MTA will contact the complainant within 15 working days. Failure of the complainant to provide the requested information by a certain date may be considered good cause for a determination of no investigative merit and administrative closure of the complaint.

- 5) The Mass Transportation Authority will investigate a formal Title VI complaint within ten (10) working days of receiving the complaint. Based upon the information received, the MTA will prepare a draft written response subject to review by MTA General Manager. If appropriate, after reviewing the written response, the General Manager may decide to administratively close the complaint or make the determination that a final written response is needed.
- 6) If the decision is not to investigate the complaint, notification to the complainant shall specifically state the reason for the decision.
- 7) If the complaint is to be investigated, notification to the complainant shall state the grounds of the MTA jurisdiction while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 8) When the Mass Transportation Authority does not have sufficient jurisdiction, the General Manager or his/her authorized designee will refer the complaint to the proper State or Federal agency holding such jurisdiction.
- 9) The General Manager, or his/her designee, will issue letters of finding to the complainant and respondent within 90 days from receipt of the complaint.
- 10) If the complainant is dissatisfied with the MTA's resolution of the complaint, he/she has the right to file with the following Federal Department:

Federal Transit Administration Region #5
200 West Adams Street, Suite 320
Chicago, IL 60606
Telephone: (312) 353-2789
Fax: (312) 886-0351

MASS TRANSPORTATION AUTHORITY


Edgar H Benning
General Manager