

## TITLE VI PROGRAM COMPLAINT FORM

Macatawa Area Express Transportation Authority  
171 Lincoln, Suite 20  
Holland MI 49423  
(616) 928-2475  
TDD-Michigan Relay Center 1-800-649-3777  
Email: info@catchamax.org

The Title VI Program prohibits discrimination on the basis of protected status or retaliation in any programs receiving federal financial assistance.

Name (Print): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Other Phone Number: \_\_\_\_\_

Indicate protected status you believe was basis for discrimination:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Race              | <input type="checkbox"/> Color             | <input type="checkbox"/> Creed               |
| <input type="checkbox"/> Age               | <input type="checkbox"/> Marital Status    | <input type="checkbox"/> Physical Disability |
| <input type="checkbox"/> Mental Disability | <input type="checkbox"/> Low Income Status | <input type="checkbox"/> National Origin     |
| <input type="checkbox"/> Religion          | <input type="checkbox"/> Sex/Gender        | <input type="checkbox"/> Retaliation         |

Explain why you believe discrimination has occurred. Please provide dates, location and time of discrimination. If witnessed, please provide names, addresses and telephone numbers. Use back of this form or additional sheets as necessary.

Indicate the person(s) you believe responsible for the discrimination:

Name: \_\_\_\_\_

Work Location (if known): \_\_\_\_\_

What remedy are you requesting? Please be specific.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **TITLE VI COMPLAINT PROCEDURE**

The Macatawa Area Express Transportation Authority has in place a Title VI Compliant Procedure which outlines a process for local disposition of complaints and is consistent with the guidelines found in Circular 4702.1A dated May 13, 2007.

The complaint procedure has five steps, outlined below:

1. **Submission of complaint:** Any person who feels that he or she, individually or as a group of persons on the basis of race, color, creed, age, martial status, physical disability, mental disability, low income status, national origin, religion, sex/gender, or retaliation has been excluded from or denied the benefits of, or subjected to discrimination under a program receiving federal financial assistance through the Macatawa Area Express Transportation Authority may file a written complaint to the MAX Coordinator. Such complaint must be filed within 60 days after the person believes the discrimination occurred.
2. **Referral to Review Officer:** Upon receipt of the Complaint, the MAX Coordinator, one or more staff review officers, as appropriate, will evaluate and investigate the complaint in consultation with the MAX attorney. The staff review officer(s) shall complete the evaluation and investigation no later than 45 calendar days after the date MAX received the complaint. If more time is needed, the MAX Coordinator shall notify the Complainant of the estimate time frame for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the Complaint and whether remedial actions are available to provide resolution. Additionally, the staff review officer(s) may recommend improvements to MAX's processes, Title VI, and environmental justice, as appropriate. The MAX Coordinator will issue MAX's written response to the Complainant.
3. **Request for Reconsideration:** If the Complainant disagrees with the MAX Coordinator's response and resolution, he or she may request reconsideration by submitting the request, in writing, to the MAX Coordinator within 10 calendar days after receipt of the MAX Coordinator's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were misunderstood by the MAX Coordinator. The MAX Coordinator will notify the Complainant to either accept or reject the request for reconsideration within 10 calendar days. In cases in which the MAX Coordinator agrees to reconsider, the matter shall be returned to the staff review officer(s) to evaluate in accordance with Paragraph 2, above.
4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the MAX Coordinator's response to the MAX Executive Committee no later than 10 calendar days after receipt of the MAX Coordinator's written rejection reconsideration.
5. **Submission of the Complaint to the Department of Transportation:** If the Complainant is dissatisfied with MAX's resolution of the complaint, he or she may also submit a complaint to the Department of Transportation for investigation. In accordance with Chapter VII, Title VI Discrimination Code, FTA Circular 4702.1A, such a complaint must be submitted within 180 calendar days after the alleged discrimination. Chapter VII of the FTA Circular 4702.1A, which outlines the complaint process to the Department of Transportation, may be obtained by requesting a copy from the MAX office at (616) 928-2486.