

TITLE VI COMPLAINT PROCESS OVERVIEW

The following describes how a discrimination complaint is handled once received by MAX.

1. A complaint is received by MAX:

Complaints must be in writing and signed by the complainant or their designated representative. If the complainant is unable to complete the form in writing due to disability or limited-English proficiency, upon request reasonable accommodations will be made to ensure the complaint is received and processed in a timely manner. Complainants wishing to file a complaint that do not have access to the Internet nor ability to pick up a form, a form will be mailed to the complaint to complete. The complainant will be notified if the complaint form is incomplete and asked to furnish the missing information.

2. Complaint is logged into tracking database:

Completed complaint forms will be logged into the complaint tracking database; basic data will be maintained on each complaint received.

3. Review Complaint:

MAX's Title VI Specialist will complete an initial review of the complaint. The purpose of the review is to determine if the complaint meets the basic criteria.

Criteria required for a complete complaint:

- Basis of alleged discrimination (i.e. race, color, or national origin)
- Determination of timeliness will also be made to ensure that the complaint was filed within the 180 day time requirement

4. Initial written notice to complainant:

Within 10 working days of the receipt of the complaint, MAX will send notice to the complainant confirming receipt of the complaint; if needed the notice will request additional information, notify complainant that the activity is not related to a MAX program or activity, or does not meet deadline requirements. Conclusions made in step three will determine the appropriate response to the complaint. Examples of response letters are located in Appendix A of the Title VI Plan. If any additional information is needed from the complainant, it will be communicated at this point in the process.

5. Investigation of the complaint:

The Title VI specialist will confer with the Director to determine the most appropriate fact finding process to ensure that all available information is collected in effort to reach the most informed conclusion and resolution of the complaint. The type of investigation techniques used

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may vary depending on the nature and circumstances of the alleged discrimination. An investigation may include but is not limited to:

- Internal meetings with MAX staff and legal counsel
- Consultation with state and federal agencies
- Interview(s) of complaint(s)
- Review of documentation (i.e. planning, public involvement, & technical program activities)
- Interview and review of documentation with other agencies involved
- Review of technical analysis methods
- Review of demographic data

6. Determination of investigation:

An investigation must be completed within 60 days of receiving the complete complaint, unless facts and circumstances warrant otherwise. A determination will be made based on information obtained. The Title VI Specialist, Director, and/or designee will render an action recommendation, including formal and/or informal resolution strategies in a findings report.

7. Notification of determination:

Within 10 days of completion of an investigation, the complainant must be notified by the Title VI specialist of the final decision. The notification will advise the complainant of his/her appeal rights with state and federal agencies if dissatisfied with the final decision. A copy of this letter, along with a report of the findings, will be forwarded to the Michigan Department of Transportation and the Federal Transit Administration for informational purposes only.