### M.A.R.C. COMPLAINT PROCEDURE

Any Developmentally Disabled Adult who believes she or he has been discriminated on the basis of race, color, or national origin by M.A.R.C. may file a complaint by completing and submitting the agency's complaint form. This form is available in our offices, can be mailed or emailed on request and will be added to our website at the next update.

M.A.R.C. will investigate complaints received no more than 180 days after the alleged incident. M.A.R.C. will process complaints that are complete. Once the complaint is received, M.A.R.C will review it to determine if the information is complete.

If more information is needed to resolve the case, M.A.R.C. 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,

M.A.R.C. 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, she/he will issue a written notice to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the information regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 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.

### Appendix C

**APPENDIX C**

**M.A.R.C. Complaint Form**

Any person who believes that he, or she, or any specific class of persons has been subjected to discrimination or retaliation prohibited by the Civil Rights Act of 1964, as amended, and related statutes, under M.A.R.C., Inc. program of transportation service delivery or related services or programs is encouraged to file a report with M.A.R.C. Inc. at:

**M.A.R.C., INC.**

1401 Seminary Street Key West, Fl. 33040 Phone: 305-294-9526

Fax: 305-292-0078

Email: boomdi1@aol.com