**TWIN CITIES AREA TRANSPORTATION AUTHORITY**

**ADA/TITLE VI COMPLAINT/COMMENT FORM**

Instructions: Please fill out this form completely, save, sign and mail, fax, or email to:

Twin Cities Area Transportation Authority

275 E. Wall Street Benton Harbor, MI 49022

(269) 927-2310 (fax)

[office@tcatabus.org](mailto:office@tcatabus.org)

This complaint relates to: Title VI  ADA  N/A

(Please check at least one)

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| --- | --- | --- | --- |
| Name | Click or tap here to enter text. | | |
| Address | Click or tap here to enter text. | | |
| City | Click or tap here to enter text. | | |
| State | Click or tap here to enter text. | Zip Code | Click or tap here to enter text. |
| Telephone | Click or tap here to enter text. | | |
| Email | Click or tap here to enter text. | | |
| *Person Discriminated Against (if other than the person filling out this form)* | | | |
| Address | Click or tap here to enter text. | | |
| City | Click or tap here to enter text. | | |
| State | Click or tap here to enter text. | Zip Code | Click or tap here to enter text. |
| Telephone | Click or tap here to enter text. | | |
| Email | Click or tap here to enter text. | | |

**Complaint or Comment Details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Incident** | Click or tap here to enter text. | **Time of Incident** | Click or tap here to enter text. |
| **Location of Incident** | Click or tap here to enter text. | | |
| **Name of Employee**(s) or Others Involved (if known) | Click or tap here to enter text. | | |
| **Description of the Incident** or your Comment/Message | Click or tap here to enter text. | | |

|  |  |
| --- | --- |
| May we contact you if we need more information or details? | Yes  No |
| What is the best way to reach you? | Phone  Email  Mail |
| If a phone call is preferred  What is the best day and time to reach you? | Click or tap here to enter text. |

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The Twin Cities Area Transportation Authority (TCATA) is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, or complaints. You may also call us at (269) 927-2268; contact us by email at** [**office@tcatabus.org**](mailto:office@tcatabus.org)**; visit our facility; or mail us at TCATA, 275 E. Wall St., Benton Harbor, MI. , 49022.**

**Please make sure to provide us with your contact information if you want to receive a response.**

**Relevant Federal Laws and Statutes**

**Title VI of the Civil Rights Act of 1964** *“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.”*

**Sections 503 and 504 of the Rehabilitation Act of 1973** *“Section 503 of the Rehabilitation Act of 1973 prohibits federal contractors and subcontractors from discriminating against and requires affirmative action for qualified individuals with disabilities in all aspects of employment; Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in programs and activities that receive federal financial assistance and in federally conducted programs.”*

**Title II of the Americans with Disabilities Act of 1990** *“Title II of the Americans with Disabilities Act prohibits state and local governments from discriminating against qualified individuals with disabilities in programs, activities, and services.”*