



Mecosta Osceola Transit Authority

18710 16 Mile Road Post Office Box 1116 Big Rapids MI 49307 Phone (231) 796-4896 Fax (231) 796-4137

www.motaonline.net

TITLE VI COMPLAINT INSTRUCTIONS

What information should my Title VI complaint include?

Provide the following information:

- Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known).
- If known, the name of the person you believe has committed the discrimination.
- A brief description of the acts of discrimination, including the dates they occurred.
- Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents.
- Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents).

To guide you in providing the requested information, you may use the Title VI Complaint Form available from Mecosta Osceola Transit Authority.

How do I file a Title VI complaint by email?

Include all of the information listed above, either in the body of the email or in an attachment. Attach relevant documents to your email. Send your complaint to the Title VI Coordinator at director@motaonline.net. You will receive a reply email confirming that your complaint has been received within 48 business hours. Please keep a copy of your complaint and the reply email for your records. If you do not receive a reply email, please contact the Title VI Coordinator at (231) 796-4896.

What happens after my complaint is received?

After the complaint is received, we will inform you of our action, which may include:

- Contacting you for additional information or copies of relevant documents.
- Working with you to resolve the issue.
- Referring your complaint to another Federal agency with responsibility for the types of issues you have raised.

How can I find out the status of my complaint?

We will review each complaint carefully. If you have not heard from us within three weeks, please contact us at (231) 796-4896.