

TWIN CITIES AREA TRANSPORTATION AUTHORITY

ADA/TITLE VI COMPLAINT/COMMENT FORM

Instructions: Please fill out this form completely, 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

This complaint relates to: _____ Title VI _____ ADA
(Please check one)

Complainant _____

Address _____

City, State, Zip Code _____

Telephone _____ Email _____

Person Discriminated Against (if other than complainant) _____

Address _____

City, State, Zip Code _____

Telephone _____ Email _____

Comment Details

Date of Incident _____ Time of Incident _____ Location of Incident _____

Name of Employee(s) or Others Involved (if known) _____

Description of Incident or Comment/Message

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? _____

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, and complaints. You may also call us at (269) 927-2268; contact us by email at office@tcatabus.org; and 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 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.”*