

TITLE VI COMPLAINT PROCEDURES

Any individual may exercise his or her right to file a complaint with Associated Catholic Charities (t/a St. Ann and Gallagher Services) if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to MTA within three business days (per MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with the Title VI Manager by completing the Title VI complaint form posted on the website. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager, Cherie Melton, 667-600-2681. The complaint shall be submitted to the Title VI Manager at 3308 Benson Avenue, Baltimore, Maryland 21227 and/or cmelton@cc-md.org.