



## TITLE VI COMPLAINT PROCEDURES

### For Muskegon Area Transit System – Muskegon County, MI

The County of Muskegon’s Discrimination Complaint process is a written program covering harassment, Title VI discrimination complaints, and EEO complaints. An intake form is utilized for taking an initial complaint. This form is followed, as necessary, by a more detailed investigation, complaint, and requested remedies form. The County’s EEO office handles these complaints on behalf of the County and coordinates with the Muskegon Area Transit System or other departments on any issues that would need to be resolved or addressed.

The Muskegon Area Transit System maintains a mechanism for processing Title VI Complaints from the public, in cooperation with the County of Muskegon Equal Employment Opportunity office. The most direct means of receiving complaints is through the Muskegon Area Transit System’s general telephone complaint process. The public is afforded the opportunity to call the Muskegon Area Transit System office to file a complaint over the telephone with a Customer Care Representative.

Each of these complaints is logged and forwarded to the Transit Systems Manager for follow-up. The Transit Systems Manager reviews the complaint and begins follow-up, including, as needed, a call to engage the assistance of the County’s Equal Employment Opportunity office for follow-up and processing within the County’s discrimination and harassment complaint program.

To file a complaint with MATS, please contact a Customer Care Representative at 231-724-6420, or click the online PDF Form, complete and submit it to MATS in person, by mail, or email.

Mail: Civil Rights  
c/o MATS  
2624 Sixth Street  
Muskegon Heights, MI 49444

Phone: 231-724-6420

Email: [civilrights@matsbus.com](mailto:civilrights@matsbus.com)