

## **MCHRA Public Transit Grievance Procedure**

Customers will be given the opportunity to file a complaint with MCHRA if they feel their treatment has been unfair. The agency will follow the following procedure:

1. Complaints must be made in writing to the Transportation Director at 1101 Kermit Drive, Suite 300, Nashville, TN 37217.
2. The Director will investigate all complaints within five working days and respond in writing to the client.
3. If the client is not satisfied with the resolution of the complaint, they may request a meeting with the Transportation Director and the Office of Public Transportation.
4. All documentation will be copied to:
  - a. the person filing the complaint
  - b. all parties involved in the procedure
  - c. the program files.