

Complaints

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987:

Any person who believes they, or any specific class of persons, were subjected to prohibited discrimination based on race, color or national origin may file a written complaint individually or through a representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the discrimination is ongoing, or the time for filing is extended by the FTA.

COR Enterprises has adopted MDT's complaint form, which is located on our website: www.corenterprises.com and hard copies in the transit facility, main office and vehicles.

Complaints alleging violations of Title VI by COR Enterprises may be filed in writing with the following agencies:

Jennifer Schilling COR Enterprises 2121Lampman Dr.
406-294-6111
jschilling@corenterprises.com
Montana Department of Transportation Office of Civil Rights
2701 Prospect Ave
PO Box 201001
Helena, Montana 59601
Phone: 406-444-6334
TTY: 800-335-7592
Fax: 406-444-7243
Email: mdtcrform@mt.gov

Office of Civil Rights
US Department of Transportation Federal Transit Administration 1200 New Jersey Ave SE
Washington DC 20590

If information is needed in another language, please contact MDT's Office of Civil Rights at 406-444-6334.

COR Enterprises adopts MDT's complaint processing procedures, which are consistent with FTA's *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Additional information can be found in MDT's Title VI Plan:

<https://www.mdt.mt.gov/business/contracting/civil/eeo.aspx> and FTA's website: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>.