

McCormick County Senior Center
Mat Trans
Title VI Complaint Process

The McCormick County Senior Center (MCSC) is authorized, and required, to implement an FTA approved Title VI program and to provide oversight for its contractor(s) selected to operate Mat Trans ADA complementary paratransit serving the urbanized portion of McCormick County. MCSC endeavors to ensure that the level and quality of transportation service provided to the public is accomplished without discrimination in regard to race, color, or national origin. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the operators of Mat Trans, or mobility managers at MCSC, may file a Title VI complaint by contacting MCSC to complete and submit the agency's Title VI Complaint Form. MCSC investigates complaints received within ten (10) working days. If necessary, a meeting will be held between all affected parties within those ten working days. The complainant will receive a written response and outcome to their claim within 15 days following the investigation.

T

To complete a Title VI Complaint Form, please contact:

McCormick County Senior Center
PO Box 684
1421 South Main Street
McCormick, SC 29835
(864) 465-2626 (Front Desk)
Please Ask For:
Josh Bentley, Associate Director

Or

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Ave. SE
Washington, DC 50290

Last Review Date: January 2020