**Concern or Formal Compliant Report & Procedure**

A person served (client), their legal representative, or a Lifeworks staff may report a concern, file a formal grievance/complaint as described in Lifeworks Grievances Policy and Procedure, or a Title VI Complaint (transportation discrimination of protected classes). A Title VI complaint maybe filed directly with the Federal Transit Administration attention to: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, CD 20590.

**Procedure:**

Please submit the concern or complaint report by contacting a Lifeworks Customer Representative at 651-454-2732, toll free at 1-866-454-2732, by emailing Mary Lenertz directly at [mlenertz@lifeworks.org](mailto:mlenertz@lifeworks.org) or by postal mail to Mary Lenertz, Vice President of Services at 2965 Lone Oak Drive, Ste 160, Eagan, MN 55121.

To submit a concern or complaint anonymously, please call 1-877-767-7781 or email [Lifeworks@getintouch.com](mailto:Lifeworks@getintouch.com). You may request assistance from a Lifeworks staff in completing this form.

**Today’s Date:**      

**Type of Report:** Concern Feedback Formal Complaint Title VI Complaint

Title VI Compliant, type of discrimination experienced: Race Color National Origin

Name of person reporting:

Contact Information (phone number, email, etc.):

Name of the person served and relationship to the person reporting:

Name of the person completing this form:

Nature of the concern, feedback or formal complaint: