

Transit Complaint Procedure

Lakes Region Mental Health Center (LRMHC) ensures that no person shall, on the grounds of race, color, religion, national origin, sex, disability or age in accordance with Title VI of the Civil Rights Act and other statues and authorities that prohibit discrimination in Federally assisted programs and activities, be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the provision of public transportation services provided by LRMHC.

Any person who wants additional information on LRMHC’s nondiscrimination obligation or believes that he or she individually or a s a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, religion, national origin, sex, disability, or age in accordance with Title VI of the Civil Rights Act and other statues and authorities that prohibit discrimination in Federally assisted programs and activities may file a complaint with LRMHC within 180 days of the date of the alleged discrimination.

Your satisfaction is important to us. If you have a question or concern, please contact Carrie Chandler, QI Manager at 524-1100, Ext. 205. If you wish to file a formal complaint, please contact Kim Giles, Chief Quality and Complaint Officer at 524-1100, Ext. 446, or [www.lrmhc.org](http://www.lrmhc.org) or send a letter to LRMHC, 40 Beacon Street Eat, Laconia, NH 03246. LRMHC will notify NHDOT and provide a copy of the outcome.