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### **How to File a Complaint**

Any person may file, with MDOT Office of Minority Business Enterprise (OMBE), a written complaint alleging that an applicant seeking to be certified or a currently certified firm is ineligible for certification as a Minority Business Enterprise (MBE) and/or Disadvantaged Business Enterprise (DBE). The complaint, which may be filed at any time, must specify the alleged reasons why the firm is ineligible, and may include any information, documents or arguments supporting the complainant's assertion that the firm does not meet the requirements for certification as an MBE and/or DBE. The OMBE will review its records, examine any additional information provided by the complainant and/or the firm, and conduct any investigation it deems necessary. Upon completion of its review and investigation, the OMBE will determine whether there is reasonable cause to believe that the firm is ineligible for certification and issue a written determination that sets forth its findings and conclusions. Additional information regarding the procedures for ineligibility complaints are set forth in 49 C.F.R. §§26.87 -.89 and the MBE Program Manual, pp. 71-72. Complaints regarding any other matters may be reported using the Fraud Hotline (1-800-544- 6056) or submitting in writing to the MDOT OMBE at 7201 Corporate Center Drive, Hanover, Maryland 20176.

Complaints about a member of the MBE Office staff may be reported by phone to MDOT's Office of Audits at 410-684-7059.