

### **Information to Collect**

The following is a general list of items that may be needed to provide evidence for or against an allegation of discrimination in places of public accommodation. This list should be used in addition to any other information that the Complainant or Respondent considers pertinent to their case. Please note that this list does not encompass all types of discrimination cases filed with the Maryland Commission on Civil Rights (MCCR).

**NOTE:** It is the responsibility of the parties involved to determine what information is needed to substantiate their position. MCCR will not assist or guide either party in the development of their case.

#### **In a "Denial of Service" case:**

1. Documentation of the Denied Service(s).
2. Communication Records between the Complainant and the Public Accommodation Provider regarding the service denial.
3. Receipts, Tickets, or any Documentation of the Attempted Transaction.
4. List of Decision Maker(s): Include name, protected class (if known), tenure with Respondent, and contact information.
5. Decision Maker(s) Interview Notes.
6. Public Accommodation Policies regarding the provision of services.
7. Records of Similar Service Requests and their Outcomes.
8. Witnesses to the Service Denial: Include names, titles, and contact information.
9. Video or Audio Recordings from the time of the incident (if available).
10. Public Statements or Advertisements by the Public Accommodation Provider relevant to the service or the denial.

#### **In a "Failure to Provide Reasonable Accommodation" case:**

1. Request for Reasonable Accommodation Documentation.
2. Communication Records between the Complainant and the Public Accommodation Provider regarding the accommodation request.
3. List of Decision Maker(s): Include name, protected class (if known), tenure with Respondent, and contact information.
4. Decision Maker(s) Interview Notes.
5. Public Accommodation Policies relevant to the requested accommodation.
6. History of Reasonable Accommodation Requests and Outcomes.
7. Relevant Local, State, or Federal Regulations or Guidelines.
8. Witnesses to the Allegations: Include names, titles, and contact information.