

Complaint Management System Report discrimination

How can we contact you?

Customer Name (first middle last): Ryan Marlatt & Ted Eggers

Address: c/o Christine Sun, Senior Staff Attorney, ACLU LGBT Project, P.O. Box 120160

City: Nashville State: TN ZIP Code: 37212

Native Language (circle one) English Spanish

Daytime Phone: 615-329-9934 Evening Phone:

Who else can we call if we cannot reach you?

First Alternative Contact

Name (first middle last):

Street Address: City:

State: Zip Code:

Daytime Phone: Evening Phone:

Best time to call:

Comments:

Who else can we call if we cannot reach you?

Second Alternative Contact

Name (first middle last):

Street Address: City:

State: Zip Code:

Daytime Phone: Evening Phone:

Best time to call:

Comments:

What happened to you? How were you discriminated against?

This complaint seeks remedy against discriminatory treatment on the basis of actual or perceived sexual orientation at a Louisville McDonald's restaurant, which is a public accommodation under the Metro fairness ordinance, section 92.01, et seq. Mr. Marlatt and Mr. Eggers were visiting Louisville for an event during the weekend of July 26-27, 2008. They and a few of their friends stopped in for lunch at the McDonald's restaurant on East Market Street. While they were waiting for their food near the counter, they heard a McDonald's employee insult them using the slur, "faggots." Mr. Marlatt and his friends told the McDonald's employee that they had heard her refer to them as "faggots," and stated that they did not come to McDonald's to be insulted. In response, the McDonald's employee proceeded to argue with them, repeatedly calling them "faggots" and also "cocksuckers" directly and in front of other customers.

Mr. Eggers asked to speak to a McDonald's manager. Since the head manager was not on duty, a McDonald's supervisor came out to speak with them. Mr. Eggers and Mr. Marlatt explained to her that they had just been repeatedly subject to anti-gay slurs by an employee. They asked for an apology and for their food to be provided on the house. The supervisor stated that she didn't think the insults were a big deal and she then claimed that she could not give them a refund because of "corporate policies." Mr. Marlatt and Mr. Eggers asked for the name of the head manager and a phone number to make a complaint, which were provided to them. Since the incident, Mr. Marlatt has called both the phone number for the McDonald's corporate headquarters and the phone number of the actual McDonald's restaurant. He has made a complaint and given his contact information to corporate headquarters on at least two occasions, and has yet to receive a response. With respect to his multiple calls to the restaurant number, after he explains what his call is about, the employee who answers the phone hangs up on him. By this complaint, Mr. Eggers and Mr. Marlatt seek an apology, a refund for the food that they and their friends ordered, appropriate disciplinary action against the employees involved in the discriminatory treatment, and attorneys' fees and costs.

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Why do you believe you are being discriminated against?

Mr. Marlatt and Mr. Eggers believe that they were discriminated against on the basis of their actual or perceived sexual orientation because of the nature of the slurs against them. They were deprived of the full and equal enjoyment of the services provided by McDonald's to customers who are not perceived as "faggots" or "cocksuckers."

Who do you believe discriminated against you?

Description: McDonald's Corporation

Name (first middle last):

Street Address: 2111 McDonald's Drive

City: Oak Brook

State: IL

Zip Code: 60523

Where did the alleged act of discrimination occur? Provide the address.

Description: McDonald's

Street address: 420 East Market Street

City: Louisville

State: KY

Zip Code: 40202

When did the last act of discrimination occur?

Date: On or about July 26, 2008

Ongoing? (Circle one) Yes No