

## **COMPLAINT PROCEDURES**

An applicant, recipient, or individual acting on behalf of an applicant or recipient has the right to appeal and / or express dissatisfaction with services provided by and through Kentucky River Foothills Development Council.

Written complaints concerning denial; reduction; exclusion from, or termination of a service; dissatisfaction with a service received; discrimination; or failure to act upon a request for service with a reasonable promptness should be sent to:

Chief Executive Officer

Kentucky River Foothills Development Council, Inc.

309 Spangler Drive

Richmond, Ky. 40475

859-624-2046

TDD 1-800-648-6056

The Chief Executive Officer will respond to written complaints within 5 days.

If dissatisfied with the Chief Executive Officer's response, complainants have a right to a hearing regarding their appeal, and a right to be present and testify at the hearing.

A request for a hearing should be submitted in writing by the complainant to the Chief Executive Officer at the above address. The Board Chairperson will be notified of the complainant's request for a hearing regarding their appeal and a hearing panel will be selected and a hearing date will be set. The complainant will be notified in writing of the hearing date and the procedures to be followed as required by the funding source.

A person may also file a complaint directly with the Federal Transportation Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

*Complaint Form is Attached*