

## **COMPLAINT PROCEDURES**

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Kentucky River Foothills Development Council, Inc., may file a Title VI complaint by:

1. Completing and submitting the agency's Title VI Complaint Form (attached).
2. Kentucky River Foothills Development Council, Inc. investigates complaints received no more than 180 days after the alleged incident. Kentucky River Foothills Development Council, Inc. will process complaints that are complete.
3. Once the complaint is received, Kentucky River Foothills Development Council, Inc. will review it to determine if our office has jurisdiction.
4. The complaint will receive an acknowledgement letter, informing him/her whether the complaint will be investigated by our office.
5. Kentucky River Foothills Development Council, Inc. has 90 days to investigate the complaint.
6. If more information is needed to resolve the case, Kentucky River Foothills Development Council, Inc. may contact the complainant.
7. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.
8. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Kentucky River Foothills Development Council, Inc. can administratively close the case.
9. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
10. After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action/s will occur.
11. If the complainant wishes to appeal the decision, he/she has 7 days to do so from the time he/she receives the closure letter or LOF.

The complaint procedure will is available to the public on the Kentucky River Foothills Development Council, Inc. website ([www.foothillscap.org](http://www.foothillscap.org)).