

Title VI Complaint Procedures

Any person who believes she or he 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 compliant by completing and submitting the agency's Title VI Complaint Form.

Written Title VI complaints should be sent to:

Chief Executive Officer
Kentucky River Foothills Development Council, Inc.
6021 Atwood Drive
Richmond KY 40475
859-624-2046
TTY/TDD 1-800-648-6056; Voice: 1-800-648-6057

1. 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.
2. Once the complaint is received, Kentucky River Foothills Development Council, Inc. will review it to determine if our office has jurisdiction.
3. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.
4. Kentucky River Foothills Development Council, Inc. has 90 days to investigate the complaint.
5. If more information is needed to investigate the complaint, Kentucky River Foothills Development Council, Inc. may contact the complainant.
6. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.
7. If the investigator is not contacted by the complainant or does not receive the additional information requested within 10 business days, Kentucky River Foothills Development Council, Inc. can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
8. After the investigator reviews the complaint, she/he will issue one of the 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. An 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 will occur.
9. If the complainant wishes to appeal the decision, she/he has 7 days after the date of the letter or the LOF to do so.

An individual may also file a Title VI complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, KY 20590.

Complaint Form is Attached