



## TITLE IV COMPLAINT PROCEDURES

Any person who believes they have been discriminated against on the basis of race, color, or national origin by Lextran may file a Title VI complaint by completing and submitting the Title VI Complaint Form. The Title VI Complaint Form can be found in English, Spanish, and Chinese on Lextran's website on the Civil Rights page, at the Transit Center customer service window during regular hours, and at the administrative office during regular hours.

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Lextran. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Lextran may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

1) A formal complaint must be filed within one-hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or their representative, and must include the complainant's name, address, and telephone number; name of alleged discriminating official (if known), basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

2) Lextran encourages individuals to submit Title VI complaints in writing using the complaint form and emailing it to the Title VI Coordinator at [title.vi.complaint@lextran.com](mailto:title.vi.complaint@lextran.com) or mailing it to:

**Title VI Coordinator**

**Lextran**

**200 West Loudon Avenue**

**Lexington KY, 40508**

3) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Lextran's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in completing a written statement.

4) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant by registered mail within ten (10) business days.

5) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

6) Within fifteen (15) business days from receipt of a complete complaint, Lextran will determine its jurisdiction in pursuing the matter and whether the complaint has merit to warrant investigation. Within five (5) days of this decision, the General Manager (GM) of Lextran or their authorized

designee will notify the complainant and respondent, by registered mail, informing them of the determination.

7) If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

8) If the complaint is to be investigated, the notification shall state the grounds of the Lextran's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

9) If Lextran does not have sufficient jurisdiction, the GM or their authorized designee will refer the complaint to the appropriate local, state, or federal agency holding such jurisdiction.

10) If the complaint has investigative merit, the GM or their authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the GM within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolutions, where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.

11) The General Manager or their authorized designee will issue letters of finding to the complainant and respondent within ninety (90) days from receipt of the complaint.

12) If the complainant is dissatisfied with Lextran's resolution of the complaint, they have the right to file a complaint with additional agencies, shown below:

<b>Other Agency Contacts</b>	
Kentucky Commission on Human Rights 332 W. Broadway, St. #1400 Louisville, KY 40202 (502) 595-4024 <a href="http://kchr.ky.gov/">http://kchr.ky.gov/</a>	Federal Transit Administration Office of Civil Rights Attn: Complaint Team East Building, 5th Floor- TCR, 1200 New Jersey Ave SE, Washington, DC 20590