

Complaint Procedures

1. How a complaint shall be filed:

Complaints in relation to alleged discrimination under Title VI of the Civil Rights Act of 1964 may be filed using the forms attached in the Appendix. If an individual refuses to submit a written complaint, the compliance officer shall record the information orally from the individual; and shall provide a copy to the individual with a request that the information be confirmed by the complainant. A complaint may be filed by anyone who believes that the BRADD has discriminated against a participant, beneficiary, or a class of beneficiaries on the basis of race, color, or national origin. Complaints must be filed within one hundred eighty (180) calendar days of the activity which prompts the filing of the complaint.

2. Where to file a complaint:

Complaints in relation to alleged discrimination under Title VI of the Civil Rights Act of 1964 may be filed with the BRADD's Title VI compliance officer and/or the Title VI Coordinator. Complaints should be submitted in writing and signed and may be filed via mail, fax, in person, or email (which includes a copy of the signed/dated complaint as an attachment);¹ for any person requiring a reasonable accommodation to the contact address listed below:

Eric Sexton, Executive Director
177 Graham Avenue
Bowling Green, KY
(270) 781-2381
(270) 306-4064 fax
eric.sexton@bradd.org

Austin Sims, Transportation Planner, Title VI Coord.
177 Graham Avenue
Bowling Green, KY
(270) 781-2381
(270) 306-4064 fax
austin.sims@bradd.org

1. Submitting Complaints:

Complaints should be submitted in the following format with the listed information:

- A signed (by the complainant or the complainant's representative) written explanation of what has happened
- The complainant's contact information
- Identification of the respondent, i.e., agency/organization alleged to have discriminated

¹ While the referenced statement indicates a complaint should be in writing and signed, the receiving agency must accept complaints in alternate forms

- Sufficient information regarding the facts that led the complainant to believe that discrimination has occurred
- Date(s) of the alleged discriminatory act(s)
- Signature of the complainant or the complainant's representative

2. Time frame which the complaint shall be processed by the agency:

Upon receipt of a written complaint, the compliance officer shall review the complaint and shall file, within ten (10) business days, a concise statement with the Responsible Official regarding the nature of the complaint and the steps to be taken to investigate or resolve the complaint. The Title VI Officer, Executive Director or Transportation Planner shall conduct a full investigation, when warranted, and furnish a preliminary written report, including recommendations for resolution for a final determination. Personnel trained in compliance investigations will conduct investigations. The entire process shall be completed within sixty (60) calendar days. Records pertaining to complaints, inquiries, and investigations will be maintained by the Title VI Coordinator.

3. Acceptance or Dismissal of complaints:

Upon receipt of a written complaint, the compliance officer shall review the complaint and shall file within ten (10) business days, a concise statement with the Responsible Official regarding the acceptance or dismissal, based on steps taken during investigation and/or resolution. The Title VI Officer, Executive Director or Transportation Planner shall conduct a full investigation, when warranted, and furnish a preliminary written report, including recommendations for resolution for a final determination. Personnel trained in compliance investigations will conduct investigations.

4. Withdrawal of a complaint:

A complainant may withdraw a complaint at any time before final action by filing with the compliance officer a written statement of his or her desire to withdraw the complaint.

Address:
Austin Sims
177 Graham Ave.
Bowling Green, KY 42101

A. Investigations, Reports of Findings, Hearings and Appeals.

1. Investigations

Upon receipt of the complaint by an individual or at the time the compliance officer and/or the Title VI Coordinator becomes independently aware of actions which may constitute a violation of Title VI, the compliance officer and/or Title VI Coordinator shall

take necessary action within thirty (30) calendar days to investigate and recommend specific actions to resolve the complaint. A report shall be filed by the compliance officer with the Responsible Official within that period.

2. Report of Findings

The complainant shall be notified in writing of the results of the investigation and any actions taken.

The BRADD shall attempt to maintain the confidentiality of the complaint and the name of the complainant.

The complainant shall be notified in writing, within thirty (30) calendar days of the resolution of a complaint, by the Responsible Official or the Title VI compliance officer of the resolution of a complaint. A statement of corrective action shall include specific statements of actions to be taken or prohibited actions and shall include a timetable for implementation.

3. Hearings and Appeals

A complainant may file a written appeal from the Responsible Official's resolution of the complaint within thirty (30) calendar days of the receipt of the written notice of resolution. Appeals shall be directed to the BRADD Executive Director and shall be set forth in writing. The complainant shall be notified of the final resolution of the complaint with sixty (60) calendar days of the Executive Director's receipt of the appeal.

A complainant filing a written appeal may request an in-person hearing before the BRADD Executive Director. Such request shall be set forth in writing and shall be submitted contemporaneously with the written fifteen (15) days of the BRADD's receipt of the request.

Address:
Austin Sims
177 Graham Ave.
Bowling Green, KY 42101