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## LKLP Community Action Council, Inc. Title VI Complaint Procedures

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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Leslie, Knott, Letcher, Perry Community Action Council, Inc. (hereinafter referred to as “LKLP” or “the Agency”) may file a Title VI complaint by completing and submitting the Agency’s Title VI Complaint Form. LKLP investigates complaints received no more than 180 days after the alleged incident, and will process complaints that are complete.

Once the complaint is received, the Agency will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Agency has 90 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Agency can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, LKLP will issue one of two letters to the complainant: (1) a closure letter or (2) 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. 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.

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### Filing a Title VI Complaint

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**The Agency’s Title VI Complaint Form may be filed via telephone, mail, fax, in person, or email to:**

Abby Little, Title VI Officer  
LKLP CAC, Inc.  
398 Roy Campbell Drive  
Hazard, KY 41701  
Email: [compliance@lklp.net](mailto:compliance@lklp.net)  
Phone: 606-436-8853 • Fax: 606-435-7979

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