

## **Title VI Complaint Procedures**

The complainant may file a complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and preferred method of contact (i.e., mail or email address)
- How, when, where and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form can be found on the website (see Appendix C) and may be used to submit the complaint information. The complaint may also be filed in writing or by e-mail to Proudworks at the following address:

Title VI Transportation Coordinator  
7970 Kentucky Drive Florence, KY 41042  
[Transportation@Proudworks.org](mailto:Transportation@Proudworks.org)

NOTE: Proudworks encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. Complaints must be submitted as soon as possible, but no later than one hundred and eighty (180) days from the alleged date of discrimination.

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Proudworks will be directly addressed by Proudworks. Proudworks shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Proudworks shall make every effort to address all complaints in an expeditious and thorough manner.

A reply acknowledging receipt of complaint will be sent within seven (7) days (see Appendix D). If additional information is needed, the acknowledgement of receipt of complaint will list what is needed. (see Appendix E). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by Proudworks, a written response will be drafted subject to review by Proudworks' attorney. If appropriate, Proudworks' attorney may administratively close the complaint. In this case, Proudworks will notify the complainant of the action as soon as possible.

Proudworks will send a final response (see Appendix F or G) to the complainant. In the response notifying complainant that the complaint is not substantiated (Appendix F), the

complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final decision from Proudworks, and/or 2) file a complaint externally with the U.S. Department of Transportation (USDOT) and/or the Federal Transit Administration (FTA). Every effort will be made to respond to Title VI complaints within sixty (60) working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following office:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE Washington, DC 20590