

## D. PROCEDURE FOR FILING A TITLE VI COMPLAINT

### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Harbor House of Louisville, Inc.'s programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by Harbor House of Louisville, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Harbor House of Louisville, Inc. Title VI Complaint Form at [www.hhlou.org](http://www.hhlou.org) or request a copy by writing to:

Harbor House of Louisville, Inc.  
P. O. Box 58219  
Louisville, KY 40268

Information on how to file a Title VI complaint may also be obtained by calling Harbor House of Louisville, Inc. at 502-719-0072.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to the Title VI Investigator:

Maria Smith  
P. O. Box 58219  
Louisville, KY 40268

A person may also file a complaint directly with the Federal Transit Administration:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington DC, 20590  
Phone: 888-446-4511

If information is needed in another language, contact Harbor House of Louisville, Inc. at 502-719-0072 or at:

Harbor House of Louisville, Inc.  
2231 Lower Hunters Trace  
Louisville, KY 40216

COMPLAINT ACCEPTANCE: Harbor House of Louisville, Inc. will process complaints that are complete.

Once a completed Title VI Complaint Form is received, Harbor House of Louisville, Inc. will review it to determine if Harbor House of Louisville, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Harbor House of Louisville, Inc.

INVESTIGATIONS: Harbor House of Louisville, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Harbor House of Louisville, Inc. may contact the complainant. Unless a longer period is specified by Harbor House of Louisville, Inc. the complainant will have ten (10) days from the date of the letter to send requested information to the Harbor House of Louisville, Inc. investigator assigned to the case.

If the requested information is not received within that timeframe, the case may be administratively closed. Also, a case may be administratively closed if the complainant no longer wishes to pursue the case, upon written notice, and if the Harbor House of Louisville, Inc. CEO approves.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or 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.
- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Harbor House of Louisville, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator, and a copy to the TARC Executive Director, 1000 W Broadway, Louisville, KY 40203, within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Harbor House of Louisville, Inc. will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Harbor House of Louisville, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

# TITLE VI COMPLAINT FORM

“No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:  
 CEO  
 Harbor House of Louisville, Inc.  
 P. O. Box 58219  
 Louisville, KY 40268  
 msmith@hhlou.org  
 502-719-0072  
[www.hhlou.org](http://www.hhlou.org)

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
d. Email address:		
Do you prefer to be contacted by this e-mail address? ( ) YES ( ) NO		
2. Accessible Format of Form Needed? ( ) YES specify: _____ ( ) NO		
3. Are you filing this complaint on your own behalf? ( ) YES If YES, please go to question 7. ( ) NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zip Code:
d. Telephone (include area code): Home ( ) or Cell ( )		Work
( ) -		( ) -
e. Email address:		
Do you prefer to be contacted by this Email address? ( ) YES ( ) NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. ( ) YES, I have permission. ( ) NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply): ( ) Race ( ) Color ( ) National Origin (classes protected by Title VI) ( ) Other (please specify)		

(Continued)

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8. Date of Alleged Discrimination (Month, Day, Year):
9. Where did the Alleged Discrimination take place?
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>
12. Please explain what remedy or action you are seeking for the alleged discrimination.
13. Have you filed a complaint with any other Federal, State, or Local agency, or with any Federal or State court? ( ) YES If yes, check all that apply. ( ) NO a. ( ) Federal Agency (List agency's name) b. ( ) Federal Court (Please provide location) c. ( ) State Court d. ( ) State Agency (Specify Agency) e. ( ) County Court (Specify Court and County) f. ( ) Local Agency (Specify Agency)
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.
Name: _____ Title: _____
Agency: _____ Telephone: ( ) _____ - _____
Address: _____
City: _____ State: _____ Zip Code: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required:

\_\_\_\_\_ Signature

\_\_\_\_\_ Date