



Wesley at Murray, Inc.

440 Utterback Road
Murray, Kentucky 42071
(270) 753-7735

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murray@wesleyliving.com

TITLE VI COMPLAINT PROCEDURE

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

"No person in the United States shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination under any program or activity receiving Federal financial assistance,"

KYTC Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Wesley at Murray, Inc. may file a Title VI complaint by completing and submitting Wesley at Murray, Inc. Title VI Complaint Form. Wesley at Murray, Inc. investigates complaints received no more than 180 days after the alleged incident. Wesley at Murray, Inc. will process complaints that are complete.

Written complaints should include:

- Your name, address, telephone number and signature
- The name and address of the transit agency or transportation program you believe discriminated against you.
- Details of how, why and when you believe you were discriminated against and the names of the those involved, if known. Include as much background information as possible about the alleged act(s) of discrimination.
- The names of any persons that Wesley at Murray, Inc. can contact for additional information to support or clarify your allegations.

Once the complaint is received, Wesley at Murray, Inc. 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.

Wesley at Murray, Inc. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Wesley at Murray, Inc. may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the 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 ten (10) business days, Wesley at Murray, Inc. can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or 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 seven (7) days after the date of the letter or the LOF to do so.

For information on how to file a complaint of discrimination, or to obtain information of a civil rights nature concerning public or specialized transportation services, contact:

Stacey Orr, Title VI Coordinator
Wesley at Murray, Inc.
440 Utterback Road
Murray, Kentucky 42071
270-753-7735
sorr@wesleyliving.com

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.

