

Transit Authority of Central Kentucky (TACK)

ADA COMPLAINT PROCEDURES Any person who believes she or he has been discriminated against on the basis of disability by TACK may file a ADA complaint by completing and submitting the ADA Complaint Form. The ADA complaint form can be found in English, Spanish, and Chinese on TACK's website on the Civil Rights page, or at the administrative office during regular hours.

These procedures cover all complaints filed under ADA of 1990 for alleged discrimination in any program or activity administered by TACK. These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and TACK may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

1) A formal complaint must be filed within one-hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address, and telephone number; name of alleged discriminating official, basis of complaint, and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

2) TACK encourages individuals to submit ADA complaints in writing using the complaint form and mailing it to:

TACK ADA Coordinator
1209 N. Dixie Ave., Elizabethtown, KY 42701

3) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to TACK's ADA Coordinator. Under these circumstances, the complainant will be interviewed, and the ADA Coordinator will assist the complainant in completing a written statement.

4) When a complaint is received, the ADA Coordinator will provide written acknowledgment to the complainant by registered mail within ten (10) business days.

5) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

6) Within fifteen (15) business days from receipt of a complete complaint, TACK will determine its jurisdiction in pursuing the matter and whether the complaint has merit to warrant investigation. Within five (5) days of this decision, the Executive Director of TACK or his/her authorized designee will notify the complainant and respondent, by registered mail, informing them of the determination.

7) If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

8) If the complaint is to be investigated, the notification shall state the grounds of the authority's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

9) When TACK does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate local, state, or federal agency holding such jurisdiction.

10) If the complaint has investigative merit, the Executive Director or his/her authorized designee will instruct the ADA Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution where appropriate. If the investigation is delayed for any reason, the ADA Coordinator will notify the appropriate authorities, and an extension will be requested.

11) The Executive Director or his/her authorized designee will issue letters of finding to the complainant and respondent within ninety (90) days from receipt of the complaint.

12) If the complainant is dissatisfied with TACK's resolution of the complaint, he/she has the right to file a complaint with additional agencies, shown below:

Other Agency Contacts:

Kentucky Commission on Human Rights
162 E Main St., #226
Lexington, KY 40507
(859) 252-0071