

---

## LKLP Community Action Council, Inc. ADA / Section 504 Complaint Procedures

---

Leslie, Knott, Letcher, Perry Community Action Council, Inc. (hereinafter referred to as “LKLP” or “agency”) does not discriminate based on disability in admission of its programs, services, or activities; in access to them, in treatment of individuals with disabilities, or in any aspect of their operations. This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. If you feel that your ADA protection has been violated, you may file a complaint with the agency. A copy of the complaint form is available at [www.LKLP.org](http://www.LKLP.org).

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies. Every effort will be made for early resolution of complaints at the lowest level possible.

1. A formal complaint must be filed no later than one-hundred eighty (180) days of the alleged discrimination. Complaints shall be in writing and signed by the individual or their representative.
  - a. If a complainant is unable or incapable of providing a written statement, a verbal complaint of the alleged discrimination may be made to LKLP’s ADA Coordinator. Under these circumstances, the complainant will be interviewed and the ADA Coordinator will assist the complainant in completing a written statement.
2. Complaints must include the following:
  - a. Full name of person filing the complaint, address, telephone number, e-mail address, if any, and the name of the party who suffered the alleged discriminatory conduct, if other than the person submitting the complaint;
  - b. The date, time, and location the incident occurred;
  - c. A detailed description of the incident that you believe constituted discriminatory action, including names of those involved and names of any witnesses; and
  - d. Any other information you believe might be helpful in supporting your complaint.
3. Once the complaint is received, the agency will review it and provide written acknowledgement to the complainant by mail within ten (10) business days.
  - a. If more information is needed to resolve the case, the agency may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the requested information. If the agency is not contacted by the complainant or does not receive the additional information within ten (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.
4. Once a complaint is deemed complete, the agency has ninety (90) days to investigate the complaint.
5. After complaint is reviewed, LKLP will issue one of two letters to the complainant:
  - a. Closure Letter - A closure letter summarizes the allegations and states that there was not a violation and that the case will be closed.
  - b. Letter of Finding (LOF) - A 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 on the LOF to do so.

---

## Filing a Section 504 / ADA Complaint

---

**The Agency's Section 504 / ADA Complaint Form may be filed via telephone, mail, fax, in person, or email to:**

Abby Little, ADA Coordinator  
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

An individual may also file a complaint directly with the following agencies:

Federal Transit Administration  
FTA Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590  
888-446-4511

Kentucky Transportation Cabinet  
ADA/Section 504 Coordinator  
200 Mero Street, 6th Floor West  
Frankfort, KY 40622  
502-564-3601