



KENNEBEC VALLEY COMMUNITY ACTION PROGRAM

Transportation Program · 101 Water Street, Waterville ME 04901 · 207-859-1500 · www.kvcap.org

CIVIL RIGHTS COMPLAINT PROCEDURES PROCÉDURES DE DÉPÔT DE PLAINTE — DROITS CIVILS

These procedures apply to complaints alleging discrimination on the basis of: (1) Race, color, or national origin (Title VI of the Civil Rights Act of 1964); (2) Disability (Americans with Disabilities Act of 1990 / Section 504 of the Rehabilitation Act of 1973); or (3) Limited English Proficiency (Executive Order 13166). *These procedures are available in French and other languages upon request — call 207-859-1500.*

Step 1 — How to File a Complaint · Étape 1 — Comment déposer une plainte

Any person who believes they have experienced discrimination by KVCAP Transportation may file a complaint. Complaints must be filed within **180 calendar days** of the alleged discriminatory act. There is no cost to file.

Complaints may be submitted by any of the following methods:

In Person or By Mail KVCAP Title VI Coordinator Michele Prince, COO 101 Water Street Waterville, ME 04901	By Phone 207-859-1500 Monday–Friday 8:00 AM – 4:30 PM	Online Complaint form available at: www.kvcap.org (Transportation — Civil Rights)
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Complaints may be oral or written. If you need assistance completing the complaint form, KVCAP staff will assist you at no charge. Translation and interpretation are available.

Step 2 — Acknowledgment · Étape 2 — Accusé de réception

Within **10 business days** of receiving a complaint, KVCAP will send the complainant a written acknowledgment letter stating whether KVCAP has jurisdiction and whether the complaint will be investigated. If KVCAP lacks jurisdiction, the complainant will be advised on how to file directly with Maine DOT or the FTA.

Step 3 — Investigation · Étape 3 — Enquête

KVCAP will complete its investigation within **60 calendar days** of receiving a complete complaint. During the investigation KVCAP may contact the complainant for additional information. The complainant has **10 business days** to respond to any such request. If no response is received within

10 business days, KVCAP may administratively close the case. All complaints and investigations are reported to Maine DOT within 10 days of receipt.

Step 4 — Resolution · Étape 4 — Résolution

Following the investigation KVCAP will issue one of two letters:

- **Closure Letter** — summarizes the allegations and states there was no Title VI or ADA violation. The case is closed.
- **Letter of Finding (LOF)** — summarizes the allegations and the investigation findings, and describes any corrective action, additional training, or other remedies to be taken.

Corrective actions affecting a protected class will be reported to Maine DOT's Civil Rights Office in writing within 30 days, with a corrective action plan submitted within 60 days.

Step 5 — Appeal · Étape 5 — Appel

If the complainant disagrees with KVCAP's determination, they may appeal within **10 calendar days** of the date of the closure letter or LOF. Written appeals should be submitted to the KVCAP Title VI Coordinator at the address above. KVCAP will forward the appeal to Maine DOT's Civil Rights Title VI Coordinator within 10 days of receipt.

Filing Directly with Maine DOT or FTA · Dépôt direct auprès du Maine DOT ou de la FTA

A complainant may file directly with Maine DOT or the FTA at any time, without first filing with KVCAP. Filing with KVCAP does not extend the 180-day filing deadline with Maine DOT or the FTA.

Maine DOT Civil Rights

Attn: Title VI Coordinator
16 State House Station
Augusta, ME 04333

FTA Office of Civil Rights

Federal Transit Administration
1200 New Jersey Avenue SE
Washington, DC 20590
transit.gov/civil-rights

Key Deadlines · Délais importants

180 days to file complaint from date of alleged incident · **180 jours** pour déposer une plainte à compter de la date de l'incident allégué

10 business days for KVCAP to acknowledge receipt · **10 jours ouvrables** pour l'accusé de réception de KVCAP

60 calendar days for KVCAP to complete investigation · **60 jours civils** pour que KVCAP complète l'enquête

10 calendar days to file an appeal of KVCAP's determination · **10 jours civils** pour faire appel d'une décision de KVCAP

These procedures are available in French and other languages upon request. Call 207-859-1500. · Ces procédures sont disponibles en français et dans d'autres langues sur demande. Appelez le 207-859-1500.