



## **Title VI and Americans with Disabilities Act (ADA) Complaint Process**

### **TITLE VI of the Civil Rights Act of 1964**

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. LINC's transportation program receives Federal funds and is required to comply with Title VI.

### **Americans with Disabilities Act**

The Americans with Disabilities Act (ADA) is a civil rights law prohibiting discrimination against persons with disabilities. Under Title II of the ADA, public transportation must be accessible to and usable by people with disabilities, including wheelchair users.

### **Complaint Procedure**

Any person who believes that they have been discriminated against because of their race, color, or national origin, or because of a disability, may file a complaint by completing LINC's Title VI/ADA Complaint form and following the procedures below.

#### **Complaint Process**

Upon receipt of a Title VI or ADA complaint, LINC will review the submitted information and send the complainant an acknowledgement letter informing them whether the complaint will be investigated. LINC will mail this letter within 10 business days of receipt.

LINC may require up to 30 calendar days to investigate a complaint. If additional information is required in order to resolve the complaint, LINC may contact the complainant. The complainant will have 10 business days from the date of the letter to submit the requested information to the LINC official investigating the complaint. If the LINC investigator is not contacted by the complainant or does not receive the additional information within 10 business days, LINC has the right to administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case. A complainant may ask for an extension beyond the 10 days if needed.

Once the investigator has reviewed a complaint, they will issue one of two letters to the complainant: 1) a closure letter, or 2) a letter of finding (LOF). A closure letter summarizes the

allegations stating that no violation occurred and that the case will be closed. A LOF summarizes the allegations and the interviews concerning the alleged incident, and explains what, if any, corrective action, additional training of staff members, or other action will occur.

If a complainant disagrees with LINC's determination, they may request reconsideration by submitting a request in writing to LINC's Executive Director within 7 days after the date of LINC's closure or LOF letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of their decision either to accept or reject the request for reconsideration within 10 business days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

### **How to file a complaint**

A complaint can be filed in one of several ways. The complainant can submit a complaint using LINC's online Title VI/ADA complaint form located on the transportation page on LINC's website. The complainant may also print a paper copy of the complaint form, complete it, and then mail, email, or fax the complaint to the LINC Title VI/ADA Complaint Officer below.

Title VI/ADA Complaint Officer  
Living Independence Network Corporation  
1878 West Overland Road  
Boise, Idaho 83705  
[lsullivan@lincidaho.org](mailto:lsullivan@lincidaho.org)  
(208) 384-5037 fax  
(208) 336-3335 ext. 211

Complaints can also be hand delivered to LINC's Twin Falls office at 1182 Eastland Drive North between the hours of 9am and 5pm, Monday through Thursday.

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

Complaints must include contact information. LINC will make information available in another language if requested.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because they have filed a complaint to secure rights protected by the nondiscrimination statutes that are enforced by LINC. Any individual alleging such harassment or intimidation may file a complaint with LINC and/or the Federal Transit Administration and an investigation will be conducted.