



Title VI and Americans with Disabilities Act (ADA) Complaint Procedures

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.

Complaint Procedure

Title VI of the 1964 Civil Rights Act requires that "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 be subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes that they have been aggrieved by an unlawful discriminatory practice based on race, color or national origin by LINC or a third-party transportation provider may file a complaint by completing and submitting LINC's Title VI/ADA Complaint form.

How to file a complaint

Any person may download LINC's Title VI/ADA Complaint Form at www.lincidaho.org/transportation or request a copy by contacting LINC:

Title VI Complaint Officer
Living Independence Network Corporation
1878 West Overland Road
Boise, Idaho 83705
lsullivan@lincidaho.org
(208) 336-3335 ext. 211

Any person may file a signed, dated, and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Complainant name, address, and telephone number.
- How, why, and when the Complainant believe they were discriminated against. Including as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.

- The names of any persons, if known, whom the director could contact for clarity of your allegations.

Complaints should be directed to:

Title VI Complaint Officer
Living Independence Network Corporation
1878 West Overland Road
Boise, Idaho 83705
lsullivan@lincidaho.org
(208) 336-3335 ext. 211

Complaint Process

LINC investigates complaints received no more than 180 days after the alleged incident. LINC will process complaints that are complete. Once a completed complaint is received, LINC will review it to determine if LINC has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by LINC.

LINC will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, LINC may contact the complainant. Unless a longer period is specified by LINC, the complainant will have ten (10) days from the date of the letter to send requested information to the LINC investigator assigned to the case.

If LINC's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, LINC may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue their case.

After an investigation is complete, LINC will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with LINC's determination, they may request reconsideration by submitting a request in writing to LINC's Executive Director within seven (7) days after the date of LINC's 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 days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

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

LINC will make information available in another language if requested.

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 or denied full participation in transportation based on disability by LINC or a third-party transportation provider may file an ADA complaint.

LINC investigates all ADA complaints received within 90 days of the alleged incident. Completed ADA complaints may be submitted to LINC via, e-mail, phone, or US mail. The online complaint form can be accessed via the link provided below, or you may contact LINC and request that a copy be mailed to you.

How to file a complaint

ADA complaints may be submitted using an online form or by US mail to the ADA Complaint Officer as follows:

ADA Complaint Officer
Living Independence Network Corporation
1878 West Overland Road
Boise, Idaho 83705
lsullivan@lincidaho.org
(208) 336-3335 ext. 229

Complaint Process

Upon receipt of an ADA complaint, LINC will review the submitted information and send the complainant an acknowledgement letter informing them whether the complaint will be investigated as an ADA complaint.

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.

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 ADA 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 the complainant wishes to appeal LINC's decision, they will have 10 business days from the date of the letter to do so.

Complaints may also be filed directly with the Federal Transit Administration at:

FTA Office of Civil Rights
ATTN: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue SE
Washington, DC 20590

Note: Complaints must include contact information.

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.