

## **KWDoT Procedures for Investigation of Civil Rights Discrimination Customer Complaint**

- 1) Complaint shall be completed with full information, as much detail as possible, in order to facilitate a fair and comprehensive investigation of the alleged complaint.
- 2) The complaint shall be referred to the appropriate supervisor in each division of KWDoT, and copied to the Director's office in designated file folder, where the copy of the complaint shall remain as pending, until such time as the supervisor renders his/her findings of the complaint.
- 3) Upon findings and after a full investigation of all facts available, the supervisor assigned the complaint shall submit the original complaint with response and investigation processes used to the director's office for review and action if necessary.
- 4) All supervisors are required to conduct a thorough and comprehensive investigation to determine whether there was any wrongful acts committed by a city employee at any time, which may require disciplinary action be taken by the supervisor. All disciplinary action shall adhere to the city's personnel policy and procedures for progressive disciplinary action.
- 5) All responses and findings on all complaints are due to the director no later than ten (10) days from the date of receipt; unless a specific extended time is required due to employee absences or other extenuating circumstances; which shall be documented to the file / complaint form.
- 6) Should the complainant not agree with the findings of the supervisor, and wish to file an appeal with the director's office, the complainant shall be notified of his/her right to file said appeal and be allowed to do so immediately.
- 7) The appeal documents to be submitted shall include the original complaint, all investigative information used by the assigned supervisor (or his/her designee) and any additional information that the complainant deems appropriate and necessary for review by the director of the department.
- 8) The director will review all appeals filed to review the information submitted and provide a decision on the appeal based on review conducted of the investigation processes utilized and management oversight, no later than thirty (30) days from date of receipt of the appeal.
- 9) Customer complaints filed with KWDoT will be retained for a period of no less than three (3) years and in some cases up to five (5) years, depending on the nature of the complaint and related subject.
- 10) Complaints received alleged violation of ADA, Title VI of the Civil Rights, EEOC and DBE actions are required for report to the FTA Civil Rights Officer, Mr. Frank Billue, at Federal Transit Administration, 230 Peachtree Drive, NW, Suite 800, Atlanta, GA 30303.