



Kentucky River Foothills Development Council, Inc.

SERVICE COMPLAINT PROCEDURE

An applicant, recipient, or individual acting on behalf of an applicant or recipient has the right to appeal and/or express dissatisfaction with services provided by Kentucky River Foothills Development Council.

Written complaints concerning denial; reduction; exclusion from, or termination of a service; dissatisfaction with a service received; discrimination; or failure to act upon a request for service within 30 days of the action that resulted in the complaint should be sent to:

Executive Director
Foothills Community Action Partnership
309 Spangler Drive
Richmond, Ky. 40475
859-624-2046
TDD 1-800-648-6056

The Executive Director will respond to written complaints within 5 days.

If dissatisfied with the Executive Director's response, complainants have a right to a hearing regarding their appeal, and a right to be present and testify at the hearing.

A request for a hearing should be submitted in writing within 5 working days of the Executive Director's response to the Executive Director at the above address. The Board Chairperson will be notified within 3 working days of the complainant's request for a hearing regarding their appeal and a hearing panel will be selected and a hearing date will be set within 10 days. The complainant will be notified in writing of the hearing date and the procedures to be followed as required by the funding source.

Clients have additional rights of appeal to the funding department. Clients participating in programs funded by the Kentucky Cabinet for Health & Family Services may appeal agency decisions to the CHFS Ombudsman at 275 East Main Street; Frankfort, KY 40621.