

LEXINGTON-FAYETTE URBAN COUNTY HUMAN RIGHTS COMMISSION



CUSTOMER SERVICE POLICY

162 EAST MAIN STREET, SUITE 226
LEXINGTON, KY 40507
PH: (859) 252-4931
FAX/TDD: (859) 252-7057
E-MAIL: LFUCHRC@QX.NET
WEB SITE: WWW.LFUCHRC.ORG

I. PURPOSE

It is the purpose of the Lexington-Fayette Urban County Human Rights Commission to safeguard all individuals within Lexington-Fayette Urban County from discrimination because of race, color, religion, sex, age, national origin, disability, familial status or sexual orientation/gender identity in connection with housing, employment and public accommodation and to effect the provisions and purposes of the Kentucky Civil Rights Act (K.R.S. Chapter 344), Urban County Ordinance 199-94 and 201-99, Provision 7.17 of the Lexington-Fayette Merger Charter of 1974 and any other laws enacted by Lexington-Fayette Urban County relating to the Lexington-Fayette Urban County Human Rights Commission.

II. NON-DISCRIMINATION IN THE DELIVERY OF SERVICES

The Commission is strongly committed to the principles of equal opportunity. This commitment extends to the Commission's function as a civil rights enforcement agency in providing service to the public without regard to race, color, religion, sex, age, national origin, disability, familial status or sexual orientation/gender identity.

III. ACCESSIBILITY

The Commission offices are located at 162 East Main Street, Suite 226, on the corner of East Main Street and Martin Luther King Boulevard. Citizens who visit or conduct business at our offices can park free at the Annex garage located between the County Clerk's office and the Division of Police. When parking in the garage, the visitor must bring the parking ticket to our office to be validated. The offices are open to the public from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for legal holidays. Generally, appointments are not required and walk-in assistance is available.

Telecommunications devices for the deaf (TDD) are available. The Commission can be contacted through TDD at 859-252-7057. Citizens needing sign language interpreter services or language translation services are requested to provide as much notice as possible. The Commission will attempt to accommodate any requests within a reasonable amount of time.

Citizens with sight impairments can get audiotapes of Commission publications by contacting the Commission's Community Relations Coordinator at 859-252-4931, extension 16.

IV. OPEN MEETINGS

The Commission usually meets the third Monday of the each month except for legal holidays, when the meetings are scheduled for the fourth Monday of the month. All meetings are scheduled at the government center and are publicized by public announcements and the Commission's web site, www.lfuchrc.org.

V. OPEN RECORDS

Under the applicable federal and state law, the public has the right to inspect public agency records or information. Public agencies such as the Commission are required to disclose such records upon receiving such requests, except those records that are specifically exempted by law. This right to access is enforceable in the circuit court.

The state Attorney General has published a booklet describing the obligation of public officials. You may contact or write the Office of Attorney General, 700 Capitol Avenue, Frankfort, Kentucky 40601, phone 502-696-5300 or www.law.state.ky.us/civil/bkORD.html for a copy of the booklet.

Some Commission records are available electronically by accessing on the Commission's web site: www.lfuchrc.org. The following materials are available on the web site:

- Agency laws and regulations
- Informational reports and brochures
- Commission meeting calendar
- Internet links to other sites pertaining to civil and human rights

In addition, the Commission maintains a resource library where the materials listed above and the following materials are available for public inspection:

- Civil rights laws and regulations
- Civil rights case decisions
- Technical assistance manuals
- Internet access to other civil right web sites
- Housing and labor law posters
- Videos
- Information reports and brochures
- Civil rights agency directories

The resource library is open from 8:30 a.m. to 4:30 p.m., Monday through Friday. Appointments are not necessary but visitors are encouraged to contact the Commission's Community Relations Coordinator at 859-252-4931, extension 16 or e-mail kriley@lfuchrc.org prior to a visit.

Written requests for inspection of public records may be presented to any staff person. However, the quickest and most direct route is to address the request to the Executive Director. The most common information requested is information about current and former employees, non-confidential statistics related to complaint

processing, agreements with other agencies, materials in public files and the materials contained in the investigative files by litigant parties.

Requests should be in writing, either typed or handwritten. Requests may be submitted by fax, 859-252-7057, or e-mail, lfuchrc@gx.net. There is no special form or particular wording for making such a request or describing the documents you wish to view or inspect. You should be as specific as possible. If you are a litigant, you should include any file number and name of the parties. Please note that inaccurate or incomplete information may cause a delay in responding to your request. Similarly, deadlines or other reasons to expedite a request should be noted at the time of the submission of the request. While staff will put forward its best effort, we cannot guarantee meeting all requests. When requesting an expedited request please be sure to state the reasons for this request.

By statute we must respond to the request within three (3) days excluding Saturdays, Sundays, and legal holidays. This does not necessarily mean you will receive your materials in that time. Some information may need to be located, reviewed or there may be a need to consult with another agency that has an interest in the requested materials. You will be notified within the deadline as to your individual situation.

There is no fee to file an open record request, but legally an agency is entitled to charge a fee for photocopying. No fee is charged for the majority of requests made to the Commission. However, the Commission charges a standard fee of 10 cents per standard paper page format or where appropriate in electronic format. Prior to the copying of a request, a request may be submitted to pay the bill on a 30 day billing cycle. The Executive Director must issue approval in writing. Otherwise payment is expected at the time of your request.

The fee may be waived in limited circumstances. Generally the requester's inability to pay fees is not a basis for granting a fee waiver. Request for fee waivers will be considered on a case-by-case basis.

VI. COMPLAINTS AND INQUIRIES

As a public agency committed to equality, the Commission is committed to providing the highest quality of service to the public. The Commission is concerned and wants to hear from anyone who believes that he/she has been treated wrongfully or unfairly during our agency's delivery of services.

The Commission has a system for receiving, reviewing and answering questions about the programs and services administered.

If you have a question or complaint about the services or programs that the Commission provides, you can contact the Commission in the following manner:

Executive Director or Commission Chair
Lexington-Fayette Urban County Human Rights Commission
162 East Main Street, Suite 226
Lexington, Kentucky 40507
Telephone: (859) 252-4931
Fax/TDD: (859) 252-7057
E-mail: lfuchrc@gx.net

A complaint or inquiry may be oral or written and should contain the person's contact information and a brief description of the question, complaint or concern. Depending upon the nature of the question, complaint or concern, it will be referred to the proper person for response. On most occasions the issues are resolved within a 24-hour period. However, an investigation may be necessary which would take longer to resolve. This would depend on the particulars of the situation. The Commission will respond to the question, complaint or concern in writing and will work with all parties to find a fair solution.

VII. REFERRAL AND INFORMATION

Occasionally a complaint or inquiry will be outside the Commission's jurisdiction and the staff will refer you to an appropriate agency or individual for possible assistance.

Adopted by the full Commission on: **November 19, 2001.**

On Behalf of the Commission:



Joseph T. Johnkin
Commission Chair

Attest:



Jeff Jones
Commission Secretary