

ADA Complaint Procedures

Any person who believes that he or she has an ADA related or accessibility complaint while utilizing an CHR service, program or activity may file a complaint with Maria Whaley at 602- 246-7607 or by emailing at Mwhaley@azchr.org

To request a form in alternative format, please contact Maria Whaley at 602- 246-7607 or by emailing at MWhaley@azchr.org

Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Once a complaint is received it will be assigned and an investigation will be conducted. Appropriate action will be taken based on the findings of the investigation. The City of Phoenix, as the designated recipient of the Federal Funds for CHR , is responsible for monitoring the process.

To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

CHR

Attn: Maria Whaley

1950 W. Heatherbrae Suite 1

Phoenix, AZ 85015

Mwhaley@azchr.org

A complainant may also be filed directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding office of Civil Rights:

City of Phoenix Public Transit Department
ATTN: Title VI Coordinator
302 North 1st Avenue, Suite 900
Phoenix, AZ. 85003

Federal Transit Administration (FTA)
Federal Transit Administration (FTA)
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC. 20590