

Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to any program or activity that is administered by the Arizona Recreation Center for the Handicapped (ARCH) including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

Any person who believes he and/or she has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

- (1) Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
- (2) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
- (3) Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (4) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (5) Once submitted ARCH will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by ARCH or submitted to the State or Federal authority for guidance.
- (6) ARCH will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: phxtransiteo@phoenix.gov
- (7) ARCH has 60 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 60 business days from the date of the letter to send requested information to the investigator assigned to the case. If the

investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

- (8) After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a Letter of Finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.
- (9) A complainant dissatisfied with ARCH'S decision may file a complaint directly with the **City of Phoenix Public Transit Department (COP)**: Attention: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix, AZ 85003 or the **Federal Transit Administration (FTA)** offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (10) A copy of these procedures can be found online at: www.archaz.org

Title VI complaints may be filed by any of the following methods:

To submit a complaint online, fill out the "Online Complaint Form".

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

Arizona Recreation Center for the Handicapped (ARCH)
1550 West Colter Street
Phoenix, Arizona 85015
Email: Vera_Martinez@archaz.org Phone: 602-230-2226 Fax: 602-230-0308 TTY: 7-1-1

Forms are available at the physical address listed above if access to a computer is not available.

Complaints received by ARCH's Title VI Coordinator will be assigned to appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, the Coordinator will respond to the complaint within a reasonable time and, if warranted by the investigation, will initiate appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

To request information about ARCH's Title VI Policy, please contact the Coordinator via email at Vera_Martinez@archaz.org or by phone at 602-230-2226 or fax at 602-230-0308. To request information in alternate formats, please contact ARCH at 602-230-7193, TTY: Arizona Relay Service 7-1-1