

## ADA Complaint Procedures

The Arizona Recreation Center for the Handicapped (ARCH) welcomes comments, compliments, and complaints from clients regarding their experiences using Arizona Recreation Center for the Handicapped services. Our clients' comments help us identify areas for improvement, and compliments are always appreciated.

All client complaints are carefully considered, and those submitted by clients experiencing accessibility or ADA-related issues will be further reviewed by Vera Martinez, Program Director, to ensure compliance with Arizona Recreation Center for the Handicapped's policies.

To file an ADA service complaint, customers can contact the Arizona Recreation Center for the Handicapped (ARCH) using any of the following methods:

- By Mail to:  
Arizona Recreation Center for the Handicapped (ARCH)  
c/o Vera Martinez, Program Director  
1550 West Colter Street  
Phoenix, AZ 85015
- By Phone  
602-230-2226  
TTY 711
- Through the website  
[www.archaz.org](http://www.archaz.org)
- By Email  
[Vera\\_martinez@archaz.org](mailto:Vera_martinez@archaz.org)

The Arizona Recreation Center for the Handicapped (ARCH) will investigate the complaint and provide a response to the customer within 10 business days.

All submission methods will result in the Customer Relations Department receiving the complaint information and entering it into the Customer Comments database, which documents each complaint received and all related follow-up activities. Customers with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day, but no later than ten (10) business days from the day ARCH receives the complaint. If the customer does not receive a response within the ten (10) day period, they may call Vera Martinez at 602-230-2226 to obtain the confirmation/tracking reference number.

The responsible operating divisions or administrative departments of Arizona Recreation Center for the Disabled investigate all complaints and implement any corrective actions that may be required. Complaints involving the ADA or accessibility features will receive further review by Vera Martinez after the investigation is completed. After the ADA compliance oversight review is completed, Customer Relations will provide a written response to the customer at the contact address provided within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require a more extensive investigation or require more time to identify corrective measures. In all cases, a written response will be provided to the customer within ninety (90) days.

Whether our customers are complaining about service issues or sharing a positive experience, we appreciate the opportunity to serve them.