

Civitan Foundation, Inc.
ADA-Related Service Complaint Process



Civitan Foundation, Inc, welcomes comments, complements, and complaints from customers on their experiences using Civitan Foundation services. Customer input helps us identify areas needing improvement, and commendations are always appreciated.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to Civitan Foundation policies by the Compliance Office.

To file an ADA-related service complaint, customers may contact Civitan Foundation here using any of the following methods:

Via Mail:

ATTN: Compliance Office
c/o Civitan Foundation, Inc.
12635 N. 42nd street
Phoenix, AZ 85032

Via Phone:

602-953-2944

Via Our Website:

<https://civitanfoundationaz.org/contact-us/>

Via Email:

info@campcivitan.org

Civitan Foundation will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment data base, which documents every 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 Civitan Foundation receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Director of Program Services at 602-953-2944 to obtain the confirmation/tracking reference number.

Responsible Civitan Foundation operating divisions or administrative departments

investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by our Compliance Office or the CEO after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations will provide a written reply to the customer, to the contact address provided, within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the customer within ninety (90) days.

A complainant dissatisfied with a Civitan Foundation 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

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.