

Title VI Complaint Procedures

Please submit a complaint form in person at the address below, or mail this form to:

Someta la forma y cualquier información adicional a:

ACCEL Chief Operating Officer
Gordon Comfort
10251 N 35th Ave.
Phoenix, AZ 85051
602.995.7366

Forms & instructions can be found: [City of Phoenix-Valley Metro Complaint Procedures.pdf](#)

The complainant will be contacted by the Chief Operating Officer and the proposed resolution will be provided to the complainant within 60 days. If the complainant wishes to appeal the decision, the complainant may contact Ray Damm, ACCEL CEO, at 602-995-7366.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:**

ATTN: Title VI Coordinator
101 N 1st St # 1300
Phoenix, AZ 85007 · (602) 253-5000

Or: [Phoenix Public Transit Title VI Complaint Form](#) (English)
[TÍTULO VI, FORMULARIO DE QUEJA DE TRANSPORTE PÚBLICO \(phoenix.gov\)](#) (Spanish)

FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE
Washington DC 20590.

If information is needed in another language, contact 602-997-2331. Para información en Español llame:
Elias Rivas, 602-997-2331.

- 1) will notify the Title VI Coordinator of discrimination complaints.
- 2) has **30** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has **30** 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.

- 3) 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 Discrimination 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.
- 4) A copy of either the closure letter or LOF must also be submitted to Title VI Coordinator of discrimination complaints. Letters may be submitted by hardcopy or email.
- 5) A complainant dissatisfied with decision may file a complaint with the City of Phoenix or the Federal Transit Administration (**FTA**) offices of Civil Rights: City of Phoenix: ATTN: Title VI Program Coordinator 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- 6) A copy of these procedures can be found online at: .

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