

Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any TCH service, program or activity and believes the discrimination is based upon race, color or national origin may file a complaint with the Title VI Program Coordinator, in the Human Resources Office. Any complaint must be filed within 180 days of the alleged discriminatory act.

A complaint can be filed with The Centers for Habilitation by contacting Kendell Gans, Title VI Coordinator, at 480-838-8111 or you can complete the complaint form and mail it in.

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 TCH, is responsible for monitoring this process.

A complainant may also file a complaint arising out of transportation services 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, 302 North 1st Avenue, Suite 900, Phoenix, AZ 85003. FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Avenue, SE Washington DC 20590.

A complainant may also file a complaint arising out of transportation services directly with the Civil Rights Division of the Arizona Attorney General's office, 1275 West Washington Street, Phoenix AZ, 85007-2926. All non-transportation related Title VI complaints may be filed either with The Centers for Habilitation or the Civil Rights Division of the Arizona Attorney General's office.