

## **Title VI Complaint Procedures**

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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 VALLEYLIFE service, program or activity, and believes the discrimination is based upon race, color or national origin, may file a formal complaint with VALLEYLIFE's Human Resources department.

This antidiscrimination protection also extends to the activities and programs of VALLEYLIFE's third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes VALLEYLIFE must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged noncompliance with Title VI and related statutes may be lodged with the VALLEYLIFE Human Resources department. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

## **SUBMIT A COMPLAINT**

The Title VI Complaint Form (English and Spanish) is located on our website. To request information about VALLEYLIFE's information in an alternative format, please contact Human Resources at 602-331-2402 or [info@valleylifeaz.org](mailto:info@valleylifeaz.org)

Please fill out the printable complaint form and mail/deliver it to:

VALLEYLIFE

Human Resources

1142 W. Hatcher Rd.

Phoenix, AZ 85021

602-331-2402

Email : [info@valleylifeaz.org](mailto:info@valleylifeaz.org)

All complaints are logged into VALLEYLIFE's complaint log and will be investigated according to federal standards. Complaints received by VALLEYLIFE's Human Resources department will be assigned to the appropriate staff member(s) for investigation in accordance with federal standards {28 CFR Part 35 and FTA Circular 4702.18).

After the complaint is processed, Human Resources will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for this region, is responsible for monitoring this process.

## **INVESTIGATION**

VALLEYLIFE has 30 days to investigate each complaint. If more information is needed to resolve the case, VALLEYLIFE may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed.

A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation.

## **APPEAL PROCESS**

A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to VALLEYLIFE's Human Resources department.