

# Non Discrimination Complaint Procedures

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These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by UA PTS Disability Cart Service, including consultants, contractors and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

- (1) Any person who believes he and/or she has been discriminated against on the basis of race, color, national origin, or disability may file a discrimination complaint by completing and submitting the agency's Title VI Complaint Form. Because UA PTS Disability Cart Service is part of the University of Arizona, Title VI complaints will be handled by the University of Arizona's Office of Institutional Equity. [UA's Office of Institutional Equity (OIE) may also accept complaints of discrimination based on sex, pregnancy, age, sexual orientation, gender identity, veteran status, genetic information and retaliation. Concerned individuals may contact OIE directly at [email@equity.arizona.edu](mailto:email@equity.arizona.edu) or (520) 621-7806].
- (2) Complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination, whether continuous in nature or a single action, or within 180 days of the date the alleged discrimination became known to the complainant(s).
- (3) Complaints must be in writing and signed by the complainant(s) and must include the name, address and phone number of each complainant. The UA PTS Title VI Program Coordinator may assist a complainant with documenting the issues and is available, in person, if necessary.
- (4) *Allegations* received by the UA PTS Title VI Program Coordinator via fax or e-mail will be processed as a complaint, upon receipt of a completed complaint form. (A potential complainant may request transmission of a complaint form.) Processing of such a complaint requires that, ultimately, a signed copy of the completed form be emailed back to PTS at [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu). PTS will notify the individual making allegations that a complaint form must be filed for allegations to be considered.
- (5) Allegations received by telephone will be summarized by the UA PTS Title VI Program Coordinator in written form and transmitted to the complainant by preferred method, as available, for confirmation or revision, along with a complaint form, to be filled out by the complainant. Processing of such a complaint requires that, ultimately, a signed copy of the completed form be faxed or emailed back to PTS at [hershballering@email.arizona.edu](mailto:hershballering@email.arizona.edu).

- (6) Once a complaint is submitted to PTS, PTS will transmit it to the UA Office of Institutional Equity (OIE) for investigation. All filers will be notified by OIE of OIE's receipt of the form and informed that the complaint will be investigated. The official date of filing is the date of OIE's receipt of the complaint from PTS; PTS will submit all complaints to OIE on the same day it is received.
- (7) Potential complainants who bring Title VI-based concerns about PTS Cart Services directly to the UA Office of Institutional Equity (OIE) will have the option to file using OIE's complaint form *or* the form issued by PTS. OIE will make appropriate referrals to the UA PTS Title VI Program Coordinator, if the complainant elects to use the PTS-issued form. OIE will follow the same investigative processes regardless of the filing method.
- (8) UA PTS Disability Cart Service will notify the ADOT Civil Rights Office of ALL filed discrimination complaints within 72 hours of PTS' receipt of the complaint, via telephone at 602-712-8946 or email at [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov).
- (9) The UA Office of Institutional Equity (OIE) will complete investigations within 90 days of filing. If, at any time, OIE requires more information to resolve the case, OIE may contact the complainant, with the expectation that the complainant will timely provide the requested information. A failure to comply with requests for additional information may reasonably affect the outcome of any investigation.
- (10) Upon conclusion of the investigation, OIE will contact the complainant with a closure letter to notify her/him both of the closing of the investigation and of the finding, whether a "Policy Violation Finding" or a "No Policy Violation Finding." This letter/email will reiterate the allegations and include a limited explanation of the findings.
- (11) The UA Office of Institutional Equity will also provide a copy of the closure letter to the UA PTS Title VI Program Coordinator who will, in turn, submit a copy of the same letter to ADOT within 72 hours of PTS's receipt of the letter.
- (12) A complainant dissatisfied with the services provided by the UA Office of Institutional Equity or UA PTS may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: **ADOT**: ATTN ADA/Title VI Program Coordinator 206 S. 17<sup>TH</sup> Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (13) A copy of these procedures can be found online at: <https://parking.arizona.edu/campus-services/disability-cart-service/>