

**CITY OF PHOENIX  
COMPLAINT PROCEDURE UNDER TITLE II OF  
THE AMERICANS WITH DISABILITIES ACT**

This Complaint Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990. It may be used by any member of the public that wishes to file a complaint alleging discrimination on the basis of disability in the provision of programs, facilities and activities by the city of Phoenix.

**Procedure**

The complaint should be made in writing using the [ADA Complaint form](#) and contain the name, address and telephone number of the complainant as well as information about the alleged discrimination, such as the location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available to persons with disabilities upon request.

The complaint should be submitted by the complainant or his/her representative as soon as possible, but no later than 180 calendar days after the alleged violation to:

City of Phoenix Equal Opportunity Department  
Attn: Kirsten Verbus  
200 W. Washington Street, 15<sup>th</sup> Floor  
Phoenix, Arizona 85003  
[kirsten.verbus@phoenix.gov](mailto:kirsten.verbus@phoenix.gov)

602-256-4126/Voice  
602-534-1124/Fax  
7-1-1/TTY

Within 15 calendar days of receipt of the complaint, an investigator will meet with the complainant to investigate the allegations. The investigator will respond in writing within 15 calendar days of the meeting and, where appropriate, in a format accessible to the complainant such as large print, Braille or compact disc.

**Appeal of Decision**

The complainant or his/her representative may appeal the decision to the city manager or his/her designee within 15 calendar days of receipt of the city's response.

Within 15 calendar days after receipt of the appeal, the city manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the city manager or his designee will respond in writing with a final resolution of the complaint in a format accessible to the complainant.

**Record**

All written complaints received by the investigator, including appeals to the city manager or his/her designee, and responses from these two offices will be retained per the city records retention schedule.