

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CHEEERS Recovery Center (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting CHEEERS Recovery Center Title VI Complaint Form. CHEEERS Recovery Center investigates complaints received no more than 180 days after the alleged incident. CHEEERS Recovery Center will process complaints that are complete.

Once the complaint is received, CHEEERS Recovery Center will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

CHEEERS Recovery Center has 10 days to investigate the complaint. If more information is needed to resolve the case, the CHEEERS Recovery Center may contact the complainant. The complainant has 10 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 10 business days, CHEEERS Recovery Center can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the City of Phoenix, Public Transit Department, Title VI Coordinator, Phoenix Public Transit Department ATTN: Civil Rights Coordinator 302 N. First Ave., Suite 900 Phoenix, Ariz. 85003 Email: PHXTransitEO@phoenix.gov Phone: 602-262-7242.

In addition, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. Investigations, Complaints, and Lawsuits Cheers will submit on an annual basis any investigations, complaints and lawsuits. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted. See attached form, Annual Reporting.

Finally, a person may find the above information at <https://www.cheeers.org/leisure--community.html>.