

# ADA Complaint Procedures

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Any person who believes that he or she has an ADA related or accessibility complaint while utilizing an CHEEERS service, program or activity may file a complaint with Maria Whaley at 602- 246-7607 or by emailing at [maria.whaley@cheeers.org](mailto:maria.whaley@cheeers.org)

To request a form in alternative format, please contact Maria Whaley at 602- 246-7607 or by emailing at [maria.whaley@cheeers.org](mailto:maria.whaley@cheeers.org)

Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

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 CHEEERS , is responsible for monitoring the process.

To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

CHEEERS

Attn: Maria Whaley

1950 W. Heatherbrae Suite 1

Phoenix, AZ 85015

[maria.whaley@cheeers.org](mailto:maria.whaley@cheeers.org)

A complainant may also be filed directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding office of Civil Rights:

City of Phoenix Public Transit Department  
ATTN: Title VI Coordinator  
302 North 1<sup>st</sup> Avenue, Suite 900  
Phoenix, AZ. 85003

Federal Transit Administration (FTA)  
Federal Transit Administration (FTA)  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue SE  
Washington, DC. 20590