



City of Sedona Non-Discrimination ADA/Title VI Complaint Procedures

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 city's ADA / Title VI Complaint Form (available for download at Sedonaaz.gov or SedonaShuttle.com), or may file a complaint with:

Human Resources Manager

City of Sedona

102 Roadrunner Drive

Sedona, AZ 86336-3710

Desk: 928.203.5189

HumanResources@sedonaaz.gov

2) Formal complaints must be filed within **180** calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

3) Written complaints must be signed by the complainant(s) and must include the complainant(s) name, address, and phone number. The city's ADA/Title VI Compliance Officer will assist the complainant with documenting the issues if necessary. Allegations received by mail or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established.

4) Verbal complaints received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. An ADA / Title VI complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.

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 **City of Sedona** 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.

5) Once submitted, the City of Sedona will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City of Sedona or submitted to the State or Federal authority for guidance.

City of Sedona will notify the ADOT Civil Rights Office of ALL Discrimination complaints within 72hours via telephone at 602-712-8946; or email at civilrightsoffice@azdot.gov.

City of Sedona has **30** business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 30 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 **30** business days, the Authority 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, he/she 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 Discrimination 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.

A copy of either the closure letter or LOF must also be submitted to ADOT within **72** hours of that decision. Letters may be submitted by hardcopy or email.

6) A complainant who is dissatisfied with the **City of Sedona's** decision may also 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. 17TH Ave MD 155A RM: 183 Phoenix AZ,85007 **FTA**: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

A copy of these procedures are posted online at: www.sedonaaz.gov and at: www.sedonashuttle.com

If information is needed in another language, contact **(928) 203-5199**. *Para información enEspañol llame: **Victor Estrada, Right-of-Way Specialist, (928) 204-7800**