

Disability Complaint Procedures

These procedures provide guidance for all complaints filed under section 504 of the Rehabilitation Act or the ADA, as they relate to any program or activity that is administered by **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** 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 disability may file a discrimination complaint by completing and submitting the agency's Disability Complaint Form. Because CSI is part of Northern Arizona University, Disability complaints will be handled by the Northern Arizona University Equity and Access Office.
- (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) Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The disability contact person will assist the complainant with documenting the issues if necessary.
- (4) Allegations received by fax 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. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
- (5) Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
- (6) Once submitted **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** 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 **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** or submitted to the State or Federal authority for guidance.

- (7) **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** will notify the Disability Coordinator of all disability complaints within 72 hours via telephone at: 602-534-3026; email to: PHXTransitEO@phoenix.gov.
- (8) **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** has 10 business days to investigate the complaint. If more information is needed to resolve the case, the Authority 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, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- (9) 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 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.
- (10) A complainant dissatisfied with **Arizona Board of Regents for and on behalf of Northern Arizona University's Civic Service Institute** decision may file a complaint with the City of Phoenix ATTN: Disability Coordinator 302 N. 1st Avenue, Suite 900 Phoenix, AZ or the Federal Transit Administration (**FTA**) offices of Civil Rights: **FTA**: Attention Disability Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
- (11) A copy of these procedures can be found online at: www.nau.edu/sbs/csi/Programs/Senior-Companion/ or <https://in.nau.edu/eao>.

If information is needed in another language, contact **928-523-3312**.

*Para información en Español llame: **928-523-3312**.