

Title VI Complaint Procedures

Any person who believes that he or she has been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any Native American Connections program or activity, and believes the discrimination is based upon race, color or national origin may file a complaint with Native American Connections. This anti-discrimination protection also extends to the activities and programs of NAC third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, Native American Connections must ensure that no person shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity or service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with Native American Connections. Any such complaint must be filed within 180 day of the alleged discriminatory act (or latest occurrence). To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

Native American Connections
Human Resources
4520 North Central Avenue, Ste. 600
Phoenix AZ 85012
602-254-3247
NACHR@nativeconnections.org

Complaint Processing

1. NAC shall investigate the complaint and attempt to resolve the issue within a reasonable period of time. For the purposes of this policy, a reasonable time generally means within five business days and in accordance with the urgency of the concern, but no longer than 30 days.
2. NAC makes every attempt to resolve all complaints in a culturally and linguistically appropriate manner for the individual.
3. NAC staff communicates the resolution of the complaint to the applicable parties, including regulatory agencies as appropriate.

NAC Staff Training

1. NAC staff will be instructed that they may not prohibit, discourage or interfere with an individual attempting to voice a concern or complaint.
2. NAC staff will be instructed on accepting and resolving complaints in a professional, courteous, culturally relevant, and timely manner.
3. NAC staff will not retaliate against any person who files a complaint.

After the complaint is processed Native American Connections will respond to the complainant and, if warranted by the investigation, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for the region, is responsible for monitoring this process.

Title VI Complaint Form

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Electronic Mail Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?	<input type="checkbox"/> Yes*	<input type="checkbox"/> No
<i>*If you answered "yes" to this question, go to Section III.</i>		
If not, please supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		

Section VI:		
Have you previously filed a Title VI complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide any reference information regarding your previous complaint.		

Section V:	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court: _____	<input type="checkbox"/> State Agency: _____
<input type="checkbox"/> State Court : _____	<input type="checkbox"/> Local Agency: _____
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI:	
Name of agency complaint is against:	
Name of person complaint is against:	
Title:	
Location:	
Telephone Number (if available):	

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:
 Native American Connections Human Resources
 4520 North Central Avenue, Ste. 600
 Phoenix, AZ 85012
 602-254-3247

A copy of this form can be found online at www.nativeconnections.org