

ADA-Related Service Complaint Process

Westminster Village Inc. welcomes comments, compliments, and complaints from customers on their experiences using Westminster Village Inc. services. Customer input helps us identify areas needing improvement, and commendations are always appreciated.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to Westminster Village Inc.'s policies by Armond Watson

To file an ADA-related service complaint, customers may contact Westminster Village Inc. using any of the following methods:

Via Mail to:

Westminster Village Inc. c/o
Transportation Dept. 12000 N. 90th
Street Scottsdale, AZ 85260

Via Phone

480-451-2165
TTY #711

Via OCTA Website

<https://wvresortliving.org>

Via Email

armond.watson@wvresortliving.org
Westminster Village Inc. will investigate the complaint and promptly communicate a response to the customer within 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment data base, which documents every complaint received and all related follow-up activities. Customers with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day Westminster Village Inc. receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Armond Watson 480-4512165 to obtain the confirmation/tracking reference number.

Responsible Westminster Village Inc. operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by Armond Watson after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations will provide a written reply to the customer, to the contact address provided,

within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the customer within ninety (90) days.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **City of Phoenix Public Transit Department:** ATTN: ADA Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 **FTA:** ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 480-451-2026. Para información en Español llame: Xochil Medina, email: xochina.medina@wvresortliving.org