

## Nondiscrimination Customer Complaint Procedures

1. Provide the customer with an ADOT Complaint form and allow the customer to complete it. Alternatively, provide customer with ADOT Civil Rights Office contact information to file a complaint directly with ADOT.
  - a. If the customer declines the complaint form, document the incident and report to ADOT Civil Rights Office within 48 hours.
2. Make copies of all documents, provide customer with copies, and keep originals for internal filing process.
3. Complete the Nondiscrimination Complaint Log with the following information:
  - a. Customer name with full contact information (phone number, email, and address),
  - b. Who the complaint is against,
  - c. Who accepted the complaint,
  - d. Date complaint received and forwarded to ADOT Civil Rights, and
  - e. Brief description of issue (race, color, national origin, age, sex, disability, Limited English Proficiency).
4. Advise customer that the complaint and supporting documents will be submitted to ADOT Civil Rights Office who will follow up with the customer regarding the complaint.
5. Contact Management or \_\_\_\_\_ designated ADOT ADA/Title VI Coordinator who will within 24 hours forward the complaint by email, mail, or fax to:

ADOT, Civil Rights Office  
206 S 17<sup>th</sup> Avenue – Mail Drop 155A  
Phoenix, AZ 85007  
Email: [civilrightsoffice@azdot.gov](mailto:civilrightsoffice@azdot.gov)  
Phone: 602.712.8946  
Fax: 602.239.6257
6. \_\_\_\_\_ ADA/Title VI Coordinator will work with ADOT Civil Rights Office to resolve discrimination complaints.