
Chandler Gilbert Arc ADA Complaint Process



Developed 7-2019

Updated 1-24-2022

ADA-Related Service Complaint Process

Chandler Gilbert Arc welcomes comments, complements, and complaints from customers on their experiences using Chandler Gilbert Arc's services. Customer input helps us identify areas needing improvement, and commendations are always appreciated. Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to Chandler Gilbert Arc policies by the Chandler Gilbert Arc HR representative

To file an ADA-related service complaint, customers may contact Chandler Gilbert Arc using any of the following methods:

□ **Via Mail to:**

Chandler Gilbert Arc
c/o Human Resources Department
3250 N. San Marcos Place
Chandler, AZ 85225

□ **Via Phone**

480-892-9422

□ **Via Website**

www.cgarc.org


□ **Via Email**

hr@cgarc.org

Chandler Gilbert Arc will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment information folder, 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 Chandler Gilbert Arc receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Human Resources Department Representative Department at the number listed above to obtain status update of the claim

Responsible Chandler Gilbert Arc 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 HR Generalist after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations will provide a written reply to the complainant at 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.


William H. Parker/Executive Director

1/27/22
Date:

