



**Procedure Title:** Accessible Van Grant 5310 – Title VI Patient Complaints

**Procedure Number:** 5204.2

**Section:** Rights & Responsibilities

**Effective Date:** 11/19/2020

**Writer/Reviewer:** Sherry Henson, VP of Compliance & Internal Audit

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## **PROCEDURE:**

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, as they relate to the Terros Health 5310 Accessible Van Grant. 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 they has been discriminated against on the basis of race, color, or national origin may file a Title VI complaint by completing and submitting the 5310 Accessible Van Grant Title VI Complaint Form.
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 Patient Advocate 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 them to complete, sign and return for processing.
6. Once submitted, Terros Health will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing the complainant whether the complaint will be investigated by Terros Health or submitted to the State or Federal authority (the Authority) for guidance.



7. Terros Health will notify the Title VI Coordinator of all Title VI complaints within 72 hours via telephone at: 602-262-7242; email to: [phxtransiteo@phoenix.gov](mailto:phxtransiteo@phoenix.gov).
8. Terros Health has sixty (60) days to investigate the complaint.
9. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has sixty (60) 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 thirty (30) 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.
10. After the investigator reviews the complaint, they 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 Title VI 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 a workforce member, or other action will occur. If the complainant wishes to appeal the decision, they have thirty (30) days after the date of the letter or the LOF to do so.
11. A complainant dissatisfied with Terros Health's decision may file a complaint directly with the **City of Phoenix Public Transit Department (COP)**: Attention: Title VI Coordinator, 302 N. 1<sup>st</sup> Ave., Suite 900, Phoenix, AZ 85003 or the **Federal Transit Administration (FTA)** offices of Civil Rights: Attention Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
12. A copy of these procedures may be found online at: [www.terroshealth.org](http://www.terroshealth.org).

**Reference(s) External:** Federal Transit Laws, 49 U.S.C., Chapter 53  
Federal Transit Authority (FTA) Master Agreement

**Reference(s) Internal:** Complaints, Grievances and Appeals Policy 5204  
Title VI Complaint Form Regarding the 5310 Accessible Vans –  
English 5204.2 Attachment A  
Title VI Complaint Form Regarding the 5310 Accessible Vans –  
Spanish 5204.2 Attachment B

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