

# Title VI Complaint Procedures

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## UNITED CEREBRAL PALSY OF CENTRAL ARIZONA Complaint Procedure

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 United Cerebral Palsy Association of Central Arizona program or activity, and believes the discrimination is based upon race, color or national origin may file a complaint with the UCP Title VI Coordinator. This anti-discrimination protection also extends to the activities and programs of UCP 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, UCP 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 about alleged non-compliance with Title VI and related statutes may be lodged with the UCP Title VI Coordinator. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence). A complainant is dissatisfied with a UCP decision may file a complaint with the COP or FTA office of civil rights: City of Phoenix: ATTN Title IV Program Coordinator 302 Nth 1<sup>st</sup> Ave Suite 900 Phoenix 85003 or FTA ATTN Title IV Coordinator E Bldg. 5<sup>th</sup> floor New Jersey Ave, SE Washington, DC, 20590

To submit a claim by mail or in person, please fill out the printable complaint form and mail, email or hand-deliver to:

United Cerebral Palsy of Central Arizona 1802  
West Parkside Lane  
Phoenix, Arizona 85027  
Email: [mary.kellogg@ucpofcentralaz.org](mailto:mary.kellogg@ucpofcentralaz.org)  
Phone: 602-943-5472

Complaints received by the UCP Title VI coordinator will be investigated by Federal standards (28CFR Part 35 and FTA Circular 4702.18). After the complaint is processed UCP 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.