

Americans with Disabilities Act (ADA)-Related Service Complaint Process

City of Tolleson welcomes comments, complements, and complaints from customers on their experiences using City of Tolleson services. Customer input helps us identify areas needing improvement, and recommendations 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 City of Tolleson policies by the Employee Resources Department.

To file an ADA-related service complaint, customers may contact City of Tolleson using any of the following methods:

- **Via Mail to:**
City of Tolleson
9555 W. Van Buren St,
Tolleson, AZ 85353
- **Via Phone**
623-474-4989
TTY (711)
- **Via Email**
Wendy.jackson@tolleson.az.gov
City of Tolleson will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Employee Resources 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 response within 10 business days. If the customer does not receive a response within the ten (10 business) day timeframe, he or she can call the Employee Resources Department 623-474-4989 to obtain information.

Responsible City of Tolleson 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 Employee Resources 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.