



City of Tempe ADA-Related Service Complaint Process

The City of Tempe welcomes comments, compliments and complaints from customers regarding their experience utilizing Tempe services. Customer input helps identify areas needing improvement and commendations are always appreciated.

All customer complaints are carefully reviewed. Those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to City of Tempe policies by the ADA Compliant Specialist, Monique Perry

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

- Via Mail to:**
City of Tempe
c/o ADA Compliant Specialist
31 East Fifth St., 2nd Floor
Tempe, AZ 85281
- Via Phone**
Phone: (480) 350-2704
TTY: 711
- Via Website**
tempe.gov/ADA
- Via Email**
Monique_Perry@tempe.gov

The City of Tempe will investigate the complaint and promptly communicate a response to the customer within 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment database, 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 10 business days from the date received. If the customer does not receive a response within the 10 day timeframe, he or she can call the ADA Compliant Specialist, Monique Perry at (480) 350-2704 to obtain the confirmation/tracking reference number.

Responsible City of Tempe 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 ADA Compliant Specialist, Monique Perry 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 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 90 days.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.