

### Circle the City ADA Complaint Process

Any person who believes that he or she has an ADA related or accessibility complaint while utilizing an Circle the City service, program or activity may file a complaint with Circle the City by contacting Terrell Coleman, Director of Compliance at 602-776-0776 or [tcoleman@rednucleus.com](mailto:tcoleman@rednucleus.com)

To request a form in alternative format, please contact Terrell Coleman at 602-776-0776 or [tcoleman@circlethecity.org](mailto:tcoleman@circlethecity.org) Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Once a complaint is received it will be assigned and an investigation will be conducted. Appropriate action will be taken based on the findings of the investigation. The City of Phoenix, as the designated recipient of the Federal Funds for Circle the City, is responsible for monitoring the process.

To submit a claim by mail or in person, please fill out the printable complaint form and mail/take to:

Circle the City  
Attn: Terrell Coleman  
300 W Clarendon Ave. Ste 200  
Phoenix, AZ 85013  
Email: [tcoleman@circlethecity.org](mailto:tcoleman@circlethecity.org)  
Phone: (602) 776-0776

A complaint may also be filed directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding office of Civil Rights:

City of Phoenix Public Transit  
ATTN: Title VI Coordinator  
302 North 1st Avenue, Suite 900  
Phoenix, AZ. 85003

Department Federal Transit Administration (FTA)  
ATTN: Title VI Program Coordinator  
East Building, 5th Floor-TCR  
1200 New Jersey Avenue SE  
Washington, DC. 20590