



Title VI Complaint Process

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 which requires that “no person in the United States 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 program or activity receiving federal financial assistance.”

How do I file a complaint?

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 Valley Metro service, program or activity, and believes the discrimination is based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service. This anti-discrimination protection also extends to the activities and programs of Valley Metro’s third party contractors. Any such complaint must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

Complaints against Valley Metro or any of its third party contractors may be filed in writing using the **Title VI complaint form**, or by calling Customer Service at (602) 253-5000, TTY: (602) 251-2039. Completed and signed forms should be mailed to:

Regional Public Transportation Authority
4600 East Washington Street, Suite 101
Phoenix, AZ 85034

Individuals may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe.

Federal Transit Administration (FTA)
Attention: Title VI Coordinator
East Building, 5th Floor –TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Complaints received by Customer Service will be documented and assigned to the appropriate staff member(s) for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, Customer Service 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 this region, is responsible for monitoring this process.

Note: To request information in alternative formats, please contact Customer Service.

Email: csr@valleymetro.org

Phone: (602) 253-5000, TTY: (602) 251-2039