

# Title VI Complaint Procedures

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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 Lura Turner Homes, Inc. program or activity, and believes the discrimination is based upon race, color or national origin may file a complaint with the Lura Turner Homes. This anti-discrimination protection also extends to the activities and programs of Lura Turner Homes 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, Lura Turner Homes. must ensure that no person shall of 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 for alleged non-compliance with Title VI and related statutes may be lodged with the Administrative Assistant. Any such complaint must be filed within 180 day of the alleged discriminatory act (or latest occurrence).

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

Executive Director

Address: 8640 N 19<sup>th</sup> Ave # 14 Phoenix AZ 85021

Email: [dixiet@luraturnerhomes.org](mailto:dixiet@luraturnerhomes.org)

Phone: 602-943-4789

Complaints received by Lura Tuner Homes will be investigated in accordance with Federal standards (28CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed Executive Director 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.