Beacon Group ADA Complaint Procedure

The American’s with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities. Beacon Group is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on disability.

Beacon Group is committed to:

- Ensuring that the level and quality of transportation service is provided without regard to disability.
- Promoting the full and fair participation of all affected populations in transportation decision making.
- Preventing the denial, reduction or delay in benefits related to programs and activities that benefit those with a disability.
- Ensuring meaningful access to programs and activities by persons with disabilities.

Management and all employees share the responsibility for carrying out the Beacon Group commitment to the provisions of the American’s with Disabilities Act of 1990. The ADA Coordinator at Beacon Group is responsible for the day-to-day operation of the program and receives and investigates ADA complaints that come through the complaint process.

Any person who believes that he or she has been subjected to discrimination under the ADA because of their disability may file an ADA complaint with Beacon Group within 180 days from the date of the alleged discrimination using the forms available on the website.

The completed ADA complaint form may be mailed to:

Beacon Group, Inc.
Attn: ADA Coordinator
308 W Glenn St
Tucson, AZ 85705

A copy of the ADA Complaint Form may also be obtained by calling Beacon Group at (520) 622-4874. Beacon will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

For additional information on Beacon Group nondiscrimination obligations, please contact the ADA Coordinator at (520) 622-4874.

What happens to my complaint when received by Beacon Group?

Once a complaint is received, it will be reviewed by the ADA Coordinator. In instances where additional information is needed, you will be contacted by phone or in writing. Failure of the complainant to provide the requested information by a defined date may result in the administrative closure of the complaint or a delay in complaint resolution.

Based upon receipt of all the information required, Beacon will investigate an ADA complaint within 30 days of receipt. Beacon will use its best efforts to respond to a complaint within 60 days of receipt. Receipt of additional relevant information and/or simultaneous filing of complaint with Beacon Group and an external entity may expand the timing of the complaint resolution.
The ADA Coordinator will review and investigate every complaint promptly. Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the ADA Coordinator will:

- Identify and review all relevant documents, practices and procedures.
- Identify and interview persons with knowledge of the ADA violation (e.g., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information).
- Notify the ADOT Civil Rights Office of ALL complaints within 72 hours via telephone at (602) 712-8946, or email at: civilrightsoffice@azdot.gov

Upon completion of the investigation, the ADA Coordinator will complete a final report for the VP of Rehabilitation Services and/or CEO. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 20 business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to:

Beacon Group, Inc.
Attn: ADA Coordinator
308 W Glenn St
Tucson, AZ 85705

The ADA Coordinator shall maintain a log of ADA complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by Beacon Group in response to the complaint. Should Beacon receive a complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the Beacon Group attorney.

A complainant dissatisfied with Beacon Group decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) Office of Civil Rights.

ADOT Civil Rights Office
Attn: ADA/Title VI Nondiscrimination Program Coordinator
206 S 17th Ave, Mail Drop 155A
Phoenix, AZ 85007

Federal Transit Administration
Office of Civil Rights
Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave, SE
Washington, DC 20590

** Para información en español llame al Departamento de Recursos Humanos (HR) al (520) 622-4874 **

*A copy of this procedure can be found online at: beacongroup.org*