

ADA Complaint Process

Lake Havasu City Transit is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on ability.

Lake Havasu City Transit grants all citizens equal access to all its transportation services. It is further the intent of Lake Havasu City Transit, that all citizens are aware of their rights to such access.

For more information

To request additional information on Lake Havasu City Transit's ADA policies, reasonable modification to policy, and other anti-discrimination obligations or if information is needed in languages other than English, please contact Lake Havasu City Transit Civil Rights specialist or the Transit Manager at:

- Phone 928.453.7600
- fax 928.854.7702
- Email transit@lhcaz.gov

How do I file a complaint?

If you believe that you have received discriminatory treatment by Lake Havasu City Transit on the basis of your ability, you have the right to file a complaint with the Lake Havasu City Transit Civil Rights specialist or Transit Manager. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a Complaint

The preferred method is to file your complaint in writing using the ADA Complaint form and sending it to:

Lake Havasu City Transit
Civil Rights
Attn: Transit Manager
900 London Bridge Rd. Bldg. B
Lake Havasu City, AZ. 86404
Or via email to transit@lhcaz.gov

Complaints must include the complainant(s) name, address, and phone number. The complaint must be signed by the complainant(s). For complaints submitted via email, the email address and complainant(s) name will be treated as the complainant(s) signature.

Verbal complaints will be accepted and transcribed by the Civil Rights Division. To make a verbal complaint, call 928.453.7600. Complainant(s) will receive a copy of transcribe complaint for verification and the complainant(s) must return a signed copy to initiate an investigation.

All complaints will be acknowledged in writing within 3 business days of the receipt of the signed complaint and the acknowledgement will include whether the complaint is to be investigated by Lake Havasu City Transit or referred to external entities.

Should a complaint be filed with Lake Havasu City Transit and an external entity simultaneously, the external complaint shall supersede the Lake Havasu City Transit complaint and Lake Havasu City Transits' complaint procedures will be suspended pending the external entity's findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Transit Manager will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigations will address complaints against any Lake Havasu City Transit department(s). The investigation will be conducted in conjunction with and under the advice of the Civil Rights Division.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 60 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written reviewed and signed by the Transit manager

The complainant will receive a letter stating that final decision by the end of the 60 day time limit. Most investigations are completed within 30 days.

The complainant shall be notified of his/her right to appeal the decision.