



City of Buckeye ADA-Related Service Complaint Process

The City of Buckeye welcomes comments, complements, and complaints from customers on their experiences using City services. Customer input helps identify areas needing improvement and commendations are always appreciated.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to City policies.

To file an ADA-related service complaint, customers may contact the City of Buckeye using any of the following methods. The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than sixty (60) calendar days after the alleged violation:

Via Mail to:

City of Buckeye
ADA Coordinator
530 E. Monroe Ave.
Buckeye, AZ 85326

Via Phone

(623) 349-6991
TTY users dial 711

Via Website

www.buckeyeaz.gov

Via Email

mgibson@buckeyeaz.gov

The City of Buckeye will investigate the complaint and promptly communicate a response to the customer within fifteen (15) business days.

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Buckeye and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the ADA Coordinator or designee. Within fifteen (15) calendar days after receipt of the appeal, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions.

Within fifteen (15) calendar days after the meeting, the ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. All written complaints received by the ADA Coordinator or designee, appeals to the ADA Coordinator or designee, and responses will be retained by the City of Buckeye for at least three years.

Whether our customers are submitting complaints about service problems or sharing a great experience, we welcome the opportunity to be of service.