

## **ADA-Related Service Complaint Process**

Friendship Village Tempe welcomes comments, complements, and complaints from customers on their experiences using Friendship Village services. Customer input helps us 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 Friendship Village policies by Administration or designee.

To file an ADA-related service complaint, customers may contact Friendship Village using any of the following methods:

- ☐ **Via Mail to:**  
Friendship Village Tempe  
c/o Administration  
2645 E. Southern Ave.  
Tempe, Ariz. 85282
  - ☐ **Via Phone**  
(480) 831-0880
  - ☐ **Via OCTA Website**  
Friendshipvillageaz.com
  - ☐ **Via Email**  
info@fvtaz.com
- Friendship Village will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the Customer Relations department receiving the complaint information and entering it into the customer comment data base, which documents every complaint received and all related follow-up activities. Customers with an ADA-related complaint will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day Friendship Village receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Administration (480) 831-0880 to obtain the confirmation/tracking reference number.

Responsible Friendship Village operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by Administration or designee after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations will provide a written reply to the customer, to the contact address provided,

within ninety (90) days of receiving the complaint. All complaints are investigated within a few weeks, but some may require more extensive investigation, or require more time to identify corrective measures. In any case, a written reply will be provided to the customer within ninety (90) days.

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