



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

The Valley of the Sun YMCA ADA-Related Service Complaint Process

Valley of the Sun YMCA welcomes comments, complements, and complaints from customers on their experiences using Valley of the Sun YMCA 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 Valley of the Sun YMCA policies by the Annie Clary.

To file an ADA-related service complaint, customers may contact Valley of the Sun YMCA using any of the following methods:

- Via Mail to:
Valley of the Sun YMCA
c/o Annie Clary, Associate Vice President of HR and Risk
350 N First Avenue
Phoenix, AZ 85003
- Via Phone
602-212-5100
- Via OCTA Website
www.valleymca.org
- Via Email
acclary@vosymca.org
Valley of the Sun YMCA 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 database, 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 Valley of the Sun YMCA receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call Annie Clary in the Human Resources Department at 602-212-5100 to obtain the confirmation/tracking reference number.



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Responsible Valley of the Sun YMCA 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 Annie Clary 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.