

ADA-Related Service Complaint Process

Treasure House welcomes comments, complements, and complaints from customers on their experiences using Treasure House 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 Treasure House policies by the CEO.

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

- Via Mail to:
Treasure House
c/o Treasure House
7815 W. Aspera Blvd.
Glendale, AZ 85308
- Via Phone
(602) 714-8189
TTY: 771
- Via Website
<http://treasurehouse.org>
- Via Email
info@treasurehouse.org

Treasure House will investigate the complaint and promptly communicate a response to the customer with 10 business days.

All submittal methods will result in the CEO 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, usually within the same day but no later than ten (10) business days from the day Treasure House receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the CEO at (602) 714-8189 to obtain the confirmation.

Responsible Treasure House administrative department investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by CEO after the investigation has been completed. After the ADA Compliance oversight review has been completed, the CEO 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.

