

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

Hacienda HealthCare welcomes comments, complements, and complaints from clients and their families on their experiences using Hacienda HealthCare services. Client and family input help us identify areas needing improvement, and commendations are always appreciated.

All client and family complaints are carefully reviewed, and those submitted by clients/families who experience accessibility or ADA-related problems are additionally reviewed for adherence to Hacienda HealthCare policies by the Hacienda HealthCare Director of Human Resources.

To file an ADA-related service complaint, clients/families may contact Hacienda HealthCare using any of the following methods:

Mail: Hacienda HealthCare  
c/o Director of Human Resources/Designee  
1402 E. South Mountain Ave.  
Phoenix, AZ 85042

Phone: (602) 243-4231 X 104

Website: [www.HaciendaHealthCare.org](http://www.HaciendaHealthCare.org)

Email: [compliance@HaciendaHealthcare.org](mailto:compliance@HaciendaHealthcare.org)

Hacienda will investigate the complaint and promptly communicate a response to the client/family member within 10 business days.

Responsible Hacienda HealthCare operating divisions or administrative departments investigate all complaints and implement any corrective action to be taken. Complaints involving ADA or accessibility elements receive an additional review by the Director of Human Resources, after the investigation has been completed. After the ADA Compliance oversight review has been completed, Hacienda's Client & Family relations will provide a written reply to the client/family member, to the contact address provided and 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 within ninety (90) days.

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