



Americans with Disabilities Act (ADA)

ADA/Accessibility Complaint process

If you or someone you know with a disability, access or function need has a complaint, concern or problem accessing Scottsdale's programs, services, communications, activities, events, facilities, vendors, or businesses, we want to know about it. Please fill out the form below and include the name, address, email and phone number of the complainant, as well as information about the problem.

The complaint is required in writing so we can follow up accurately. Please use the attached form and include the name, address, and phone number of the complainant, as well as information about the alleged discrimination, including the location, date, contact information, and description of the problem and what you may have done to address the situation. If you can please send us pictures, if applicable, at the email address as well.

Alternative means of filing a complaint, such as a personal interview will be accepted. Accommodations or alternate formats will be provided upon request during this process.

The complaint is to be submitted as soon as possible, but no later than 180 calendar days after the alleged violation to:

City of Scottsdale Office of Diversity

Attn: Sharon Cini, Diversity and Inclusion Manager
7506 E. Indian School Road
Scottsdale, AZ 85251

Email: ada@scottsdaleaz.gov

Phone: 480-312-2727

A review of the complaint will be conducted within 30 calendar days with the complainant. **If accessibility accommodations, such as large print, Braille, ASL interpreter or other accommodations are required, please let us know immediately.**

When a decision is made regarding the complaint, a response will be provided in writing. The review process shall not exceed 120 calendar days from the complaint date. The complainant may appeal the decision to the City Manager or his designee within 15 working days.

All written complaints received by the ADA Coordinator or designee, including appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Scottsdale per the appropriate records retention schedule.