ADA Related Services Reporting Process

AllThrive 365 and affiliates (AT365) welcomes comments, compliments, and complaints from customers on their experiences using AT365 services. Customer input helps us identify areas needing improvement, and commendations are always appreciated. All customer reports are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to AT365 policies by the Manager of Compliance & Risk. To file an ADA-related service complaint or reasonable accommodation request, customers may contact AT365 using any of the following methods:

- **Via Mail to:**
  AT365
  c/o Manager of Compliance & Risk
  1201 E. Thomas Road
  Phoenix, AZ 85014
- **Via Phone:**
  (602) 285-0505 x219
  TTY users dial 711
- **Via AT365 Website:**
  www.allthrive365.org
- **Via Email:**
  Compliance@allthrive365.org

AT365 will investigate the complaint or request and promptly communicate a response to the customer within 10 business days.

All submittal methods will result in the Compliance department receiving the complaint or request information and entering it into the customer comment data base, which documents every report received and all related follow-up activities. Customers with an ADA-related complaint or request will receive a complaint confirmation/tracking reference number, usually within the same day but no later than ten (10) business days from the day AT365 receives the report. If the customer does not receive a response within the ten (10) day timeframe, he or she can call the Compliance Department at (602) 285-0505 x219 to obtain the confirmation tracking reference number. AT365 investigates all reports and implements any corrective actions to be taken. Reports involving ADA or accessibility elements receive an additional review by the Manger of Compliance and Risk after the investigation has been completed. The denial of a request for an accommodation will have additional review by the CEO and CFO, who can determine whether the proposed accommodation would pose an undue hardship to the organization.

After review with from the appropriate parties, the ADA Compliance oversight review has been completed, AT365 Compliance 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.