

## Proceso de Quejas de Servicios Relacionados con la ADA

FSL and affiliates (FSL) welcomes comments, complements, and complaints from customers on their experiences using FSL 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 FSL policies by the Manager of Compliance & Risk. To file an ADA-related service complaint, customers may contact FSL using any of the following methods:

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

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

All submittal methods will result in the Compliance department 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/tracking reference number, usually within the same day but no later than ten (10) business days from the day FSL receives the complaint. 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. FSL investigates all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by the Manger of Compliance and Risk after the investigation has been completed. After the ADA Compliance oversight review has been completed, FSL 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.