

ADA-Related Service Complaint Process

Lifewell welcomes comments, compliments, and complaints from customers on their experiences using Lifewell 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 Lifewell policies by Lifewell.

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

Via Mail to:

- Terros Health
c/o Phillip Havatone
3003 N Central Avenue
Suite 400
Phoenix, AZ 85012

□ **Via Phone**

602-599-5408 (Phillip) or
1-855-380-5345, PIN 2076, TTY: 711

□ **Via OCTA Website**

www.terroshealth.org

□ **Via Email**

phillip.havatone@terroshealth.org

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

All submittal methods will result in the Customer Relations 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 Lifewell receives the complaint. If the customer does not receive a response within the ten (10) day timeframe, he or she can call Phillip Havatone for Customer Relations Department for Lifewell to obtain the confirmation/tracking reference number.

Responsible Lifewell operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by Phillip Havatone after the investigation has been completed. After the ADA Compliance oversight review has been completed, Customer Relations 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.