



## ZEE/EMPOWERMENT, INC.

604 E Coal Ave  
Gallup, NM 87301  
Phone: (505) 863-7444  
Fax: (505) 863-4590

ZEE/Empowerment, Inc. is committed to a policy of nondiscrimination in the provision of public transportation service. If you believe that you have been subjected to discrimination due to your race, color, national origin, or disability, or have a complaint about the accessibility of our service, you can file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

### **How do you file a complaint?**

You can call the Executive Director at 505-863-7444 or use the accompanying form.

You may file a signed, dated and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- How, why, and when you believe you were discriminated against. Include as much specific detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the Executive Director could contact for clarity of your allegations.

Please mail, email, or return your completed form to:

Claudine M Abeita, Executive Director  
604 E. Coal Ave.  
Gallup, NM 87301  
[cabeita@zeeinc.org](mailto:cabeita@zeeinc.org)

### **Do you need complaint assistance?**

If you are unable to complete a written complaint due to a disability or if information is needed in another language, we can assist you. Please contact us at 505-863-7444.

### **How will your complaint be handled?**

ZEE/Empowerment, Inc. investigates complaints received no more than 180 days after the alleged incident. We will process complaints that are complete. Once a completed complaint is received, we

*“Creating Independence through Involvement”*

will review it to determine if it has jurisdiction. The complainant will receive a letter acknowledging receipt of the complaint and whether we have jurisdiction to investigate the complaint.

ZEE/Empowerment, Inc. will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, we may contact you. Unless we specify a longer period, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, we may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After the investigation is complete, ZEE/Empowerment, Inc. will send you a letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken as a result of the investigation. If you disagree with our determination, you may request reconsideration by submitting a request in writing to us within seven (7) days after the date of the letter, stating with specificity the basis for the reconsideration. We will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, we will issue a determination letter to the complainant upon completion of the reconsideration review.

### **Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with the New Mexico Department of Transportation or the Federal Transit Administration:

New Mexico Department of Transportation  
1590 Pacheco Street  
Suite A-10  
Santa Fe, NM 87505  
1-800-554-0936  
1-505-470-9668  
[www.dot.nm.us](http://www.dot.nm.us)

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590  
1-202-366-4043  
[www.transit.dot.us](http://www.transit.dot.us)

### **How do I obtain more information?**

If you need more information on our nondiscrimination obligations or complaint procedure, please contact us at 505-863-7444.