



ZUNI ENTREPRENEURIAL ENTERPRISES, INC.

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

Nondiscrimination Policy

Zuni Entrepreneurial Enterprises (ZEE), 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

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, 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 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.

“Creating Independence through Involvement”

ZEE, 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, 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:

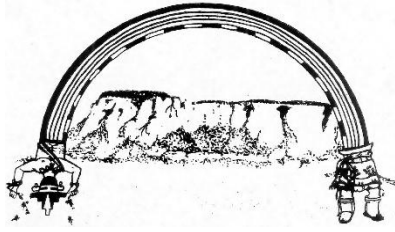
New Mexico Department of Transportation
1590 Pacheco Street
Suite A-10
Santa Fe, NM 87505
1-800-554-0936
1-505-470-9668
www.dot.nm.us

Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590
1-202-366-4043
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.

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Complaint/Commendation Form

Passenger Name: _____ Date: _____

☐ I wish to remain anonymous

Complaint: Please include the following information: Date and time of the incident, employee(s) of the organization involved, the nature of the complaint and other relevant information. Please be as specific as possible. Each driver is required to wear identification, ask for this identification. Each vehicle is assigned a fleet number, i.e., Z-20, request this information as well, it will help us resolve the problem. You may either mail this card to the address stated above or call the agency with your information using the telephone number listed above. Thank you for helping us improve our transportation services.

Commendation: It is important for us to know how our drivers treat passengers. If you received services that deserve a commendation (praise), please let us know. You may use the following space for that purpose. Please be as specific as possible. Each driver is required to wear identification, ask for this identification. Each vehicle is assigned a fleet number, i.e., Z-20, request this information as well. We will ensure the driver is commended for such services provided. Thank you for helping us improve our transportation services.

Please be assured that information provided will remain confidential and will be used only for the purpose of enhancing the quality of our transportation services. Thank you.

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