

## WHERE TO FILE A COMPLAINT

**Discrimination** – Involves any act or inaction, whether intentional or unintentional in any program or activity of a Federal-aid recipient, sub-recipient, or contractor, which results in disparate (unfavorable) treatment, disparate impact, or perpetuating the effects of prior discrimination based on disability or in the case of disability, failing to make a reasonable accommodation.

**Persons Eligible to File:** Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities, based upon disability may file a written complaint. The complaint may be filed by the affected individual or a representative and must be in writing.

**Time Limits for Filing:** A complaint must be filed no later than 180 days after the following:

- The date of the alleged act of discrimination; or
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, on which that conduct was discontinued or the latest instance of the conduct.

**Form of Complaints:** Formal complaints must be in writing and signed by the person(s) or representative and include the complainant's name, address and telephone number.

### **Where to File a Complaint:**

- ADA complaints should initially be filed with the transit agency. It is in the best interest of all parties involved that issues raised in a complaint of discrimination be resolved at the local level.
- If there is no resolution to the complaint at the transit agency, the TxDOT may be involved in the complaint resolution, and a formal complaint may be filed with either one of the entities listed below:

Public Transportation  
Texas Department of Transportation  
2709 W. Front Street  
Tyler, Texas 75702  
903-510-9114

Public Transportation Division  
Office of Civil Rights  
125 E. 11<sup>th</sup> St.  
Austin, Texas 78701-2483  
(866) 480-2518 (Toll Free)

- In the event there is no resolution, a formal complaint may be filed with either one of the entities listed below:

U.S. DOT/FTA  
  
Director of Civil Rights  
400 7<sup>th</sup> Street SW, Room 9100  
Washington, D.C. 20590

U. S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave., NW  
Disability Rights Section – NYAV  
Washington, D. C. 20530

*For information about ADA requirements affecting transportation contact:*

Office of the Chief Counsel  
Department of Transportation  
400 Seventh St. S. W.  
Washington, D.C. 20590  
Tel: 202/366-9305 (voice)  
202/755-7687 (TDD)

*For information about ADA requirements affecting places of public accommodation contact:*

Office on the Americans with Disabilities Act  
U. S. Dept of Justice  
P. O. Box 66118  
Washington, D.C. 20035-6188  
Tel: 202/514-0301 (voice)  
202/514-0383

*For information about ADA requirements affecting employment contact:*

Equal Employment Opportunity Commission  
1801 L. St., N.W.  
Washington, D.C. 20507  
Tel: 800/USA-EEO (voice)  
800-800-3302 (TDD)

*For information about requirements for accessible design in new construction and alterations contact:*

Architectural and Transportation Barriers Compliance Board  
1111 18<sup>th</sup> St., N.W. Suite 501  
Washington, D.C. 20036-3894  
Tel: 800/USA-ABLE (voice and TDD)

*For information about ADA requirements affecting telecommunications contact:*

Federal Communications Commission  
1919 M St., N.W.  
Washington, D.C. 20554  
Tel: 202/634-1800 (voice)  
202/632-6999 (TDD)