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The Americans with Disabilities Act provides an important tool to fight discrimination: filing a complaint with an appropriate federal agency. This page outlines the steps to get you started. If you believe that you or someone else was discriminated against based on a disability, you can file an Americans with Disabilities Act (ADA) complaint against: a state government or local government, such as a: public hospital public school other state or local government program a private business that serves the public, such as a: restaurant doctor's office shop hotel Where and How to File Your Complaint The nature of your complaint determines where you should file it. The information below tells you where and how to file your complaint. Issues with Employment (e.g., issues at work or in applying for a job) File with Equal Employment Opportunity Commission (EEOC) Issues with Air Travel (involving a specific airline) File with Department of Transportation Issues with Housing (e.g., denied housing or denied an accessible living space based on disability) File with Department of Housing and Urban Development (HUD) File with Department of Justice, Civil Rights Division Filing an ADA Complaint with the Department of Justice, Civil Rights Division There are two options for filing an ADA complaint: File a complaint by submitting a report on the Department of Justice's Civil Rights Division website. Fill out and send the paper ADA Complaint Form (Regular Format) [Large Format] or a letter containing the same information, to: U.S. Department of Justice, Civil Rights Division 950 Pennsylvania Avenue, NW Washington, DC 20530 We might refer your complaint to: We could also: Unfortunately, we cannot investigate every complaint. We will let you know if we are unable to mediate, refer, or investigate your complaint. When You Will Hear From Us We receive many ADA complaints from people around the United States. So, our review can take up to three months. If you have not heard from us after three months, you can call the ADA Information Line to check your complaint's status. You can reach the ADA Information Line at 800-514-0301 (voice) or 1-833-610-1264 (TTY). Even if we do not take any formal action, your complaint provides us with valuable information, helping us find issues affecting multiple people or communities, and helping us understand emerging trends and topics. The ADA Mediation Program is an important part of ADA compliance and does not involve the courts. Mediation typically involves one or more meetings between you, the organization you complained about, and an impartial mediator, and it is designed to help you reach a mutual agreement. It can be a fair and quick way to resolve ADA complaints. It is confidential and voluntary. If we think that your complaint might be a good fit for mediation, we will contact you and the organization you complained about. We will ask if you are both willing to participate in mediation. If we investigate your complaint: An investigator or attorney will contact you to get more information. The Department will not give your name or other personal information to anyone unless it is necessary for enforcement activities or is required by law. The ADA requires state and local governments including their criminal justice agencies to comply with the ADA. If you are part of a criminal justice agency or a person with a disability, there are many aspects of the ADA that you should be familiar with. Find out how the ADA applies to you. State and local governments to provide accessible parking spaces. This document contains information for people with disabilities seeking employment. It provides a general explanation of the employment provisions of the ADA and how to file a complaint with the Equal Employment Opportunity Commission. A publication within the Business Briefs series explaining specific ADA issues that are designed to be printed and distributed to hotel employees. A publication within the Business Briefs series explaining methods and requirements of providing effective communication in a hospital setting. A publication within the Business Briefs series explaining methods and requirements of providing effective communication at a gas stations. This document discusses polling place accessibility with a focus on the areas of a facility that may be used on Election Day. It also includes a list of the tools election officials will need in order to use the Checklist, as well as other helpful tips. Information about the features of accessible car and van parking spaces and how many accessible spaces are required when parking facilities are restriped. A publication explaining what hotels, motels, and other places of transient lodging can do to accommodate guests who are blind or have low vision. This document provides technical assistance on testing accommodations for individuals with disabilities who take standardized exams and other high-stakes tests. This guidance is designed to help title II and title III entities understand how new ADA requirements for swimming pools apply to them. This publication is designed to help title II and title III entities understand how the rules for effective communication apply to them. This publication provides guidance on the term "service animal" and the service animal provisions in the Department's regulations. Guidance on nondiscrimination requirements that apply to selling tickets for assigned seats at events such as concerts, plays, and sporting events. Guidance on the rules for power driven mobility devices for State and local governments, and businesses and non-profit organizations that serve the public. This document explains what businesses and non-profit agencies must do to ensure access to their goods, services, and facilities. This document provides general guidance to assist small businesses in understanding and complying with the ADA's requirements. A publication providing guidance on preventing discrimination against inmates with mobility disabilities through the design of accessible cells in State and local correctional facilities. (2008) This publication is designed to provide military service members who have been seriously wounded while serving a basic understanding of their rights under the ADA and where to turn for additional information and assistance. A publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). This document provides guidance for medical care providers on the requirements of the ADA in medical settings with respect to people with mobility disabilities. A publication providing guidance on making State and local government websites accessible The guide will help small state and local governments to understand the web rule's requirements for making sure their web content and mobile apps are accessible. This guidance explains how algorithms and artificial intelligence can lead to disability discrimination in hiring. This publication includes a survey to guide election officials in evaluating the accessibility of ballot drop boxes used or being considered for use in elections and is a companion piece to the ADA Checklist for Polling Places. COVID-19 and the Americans with Disabilities Act —view information about streetretries and medical setting visitor policies. This publication is designed to answer questions and offer common sense suggestions to assist law enforcement agencies in complying with the ADA. This publication explains how the requirements of the ADA apply to child care centers. This document provides guidance to both persons with disabilities and law enforcement agencies regarding their rights and responsibilities under the ADA. Short publication for businesses explaining Federal tax incentives that are available to help cover costs of improvements for customers with disabilities. This fact sheet gives a plain language summary of the technical standards that state and local governments would have to follow to meet their existing obligations under Title II of the ADA. The Department of Justice published a Notice of Proposed Rulemaking (NPRM) on July 20, 2023 explaining how we propose updating the regulations for Title II of the ADA. Includes information on how to file a complaint with the Equal Employment Opportunity Commission. A Notice of Proposed Rulemaking (NPRM) explaining how we propose updating the regulations for Title II of the Americans with Disabilities Act (ADA) to add more specific requirements for the accessibility of Medical Diagnostic Equipment (MDE). The Department of Justice published a Notice of Proposed Rulemaking (NPRM) on July 20, 2023 explaining how we propose updating the regulations for Title II of the Americans with Disabilities Act (ADA) to add more specific requirements about web and mobile application accessibility. This fact sheet gives a plain language summary of the technical standards that state and local governments would have to follow to meet their existing obligations under Title II of the ADA. This document provides guidance and answers about the ADA's service animal provisions. Guidance on how state and local governments and businesses open to the public can make sure their websites are in line with the ADA's requirements. A brief overview of ten Federal laws that protect the rights of people with disabilities and the Federal agencies to contact for more information. This document serves a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Jointly issued technical assistance from the Department of Justice and the U.S. Department of Health and Human Services' Office for Civil Rights and Administration for Children and Families to help child welfare agencies and family courts understand their obligations under Federal law to ensure that parents and prospective parents with disabilities receive equal treatment and equal access to parenting opportunities. A publication explaining the rights of persons with HIV/AIDS under the Americans with Disabilities Act (ADA), and the requirements of the ADA for employers, businesses and non-profit agencies that serve the public, and State and local governments to avoid discriminating against persons with HIV/AIDS This document discusses and explains the requirements of the ADA's integration mandate and the Supreme Court's decision in Olmstead v. L.C. et al. Zimring, 527 U.S. 381 (1999), as applied to segregated employment settings and facility-based day programs. In addition, this document provides a link to the Department's Federal Register notice, which provides more information about this guidance. This document features questions and answers raised by police departments regarding officers rights related to hiring officers under the ADA. This document provides answers to some common questions regarding requirements in the 2010 regulations and Standards as they apply to public accommodations with existing pools. A publication explaining the rights of persons with HIV/AIDS under the ADA, and the requirements of the ADA for employers, businesses and non-profit agencies that serve the public, and State and local governments to avoid discriminating against persons with HIV/AIDS. This document discusses physical barriers to access to voters with disabilities in five commonly found areas at polling places and offers solutions for addressing them. This guide includes suggested steps that ADA Coordinators and others working with state and local governments may want to take as they plan to ensure that their web content and mobile apps comply with the ADA Title II rule on the accessibility of web content and mobile apps. This technical assistance guide is created to assist individuals in understanding their rights and public entities in understanding their obligations under the ADA and Olmstead. This document outlines common problems shared by city governments of all sizes and provides examples of common deficiencies and explains how these problems affect persons with disabilities. Information about how the ADA can protect individuals with OUD from discrimination — an important part of combating the opioid epidemic. This document provides guidance on how the ADA and other Federal laws protect the rights of voters with disabilities. The ADA is meant to ensure that people with disabilities can fully participate in all aspects of civic life. Under Title II, all state/local governments must follow the ADA regardless of their size. If you are part of a state/local government program that serves a person with a disability, there are many aspects of the ADA that you should be familiar with. The information below is intended to help get you started. Examples of state/local service, programs, or activities that apply to the ADA include: Public education (schools) Public transportation Recreation Health care Social services Courts Voting Emergency services Courts Voting Emergency services Courts Voting Emergency services Apply for food stamps Pay their taxes Attend court meetings Serve on boards and commissions Conduct city government business General requirement: Title II of the ADA requires state/local governments to give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities. State/local governments can't deny people with disabilities the chance to participate or make them participate in different programs than available to others. Specific Requirements The ADA also includes specific requirements for state/local governments. For example, if you are part of a state/local government you must: Communicate with people with disabilities as effectively as you communicate with others. Make reasonable modifications to policies, practices, and procedures where needed to make sure that a person with a disability can access the state/local government's programs, services, or activities. Allow service animals to be with their person even if you have a no pets policy. Provide program access by ensuring that individuals with disabilities are not excluded from programs because existing buildings or facilities are inaccessible to them. Follow specific standards for physical accessibility when building or altering a building or facility. Follow service requirements for ticket sales and testing accommodations. You can find examples of these requirements and how they look in practice in the tables below. You can also learn about these and other requirements in the State and Local Government Primer. Making Reasonable Modifications State/local governments need to make reasonable modifications when necessary to accommodate people with disabilities. Here are some examples of specific scenarios involving a person with a disability that could be resolved with a reasonable modification: Scenario Possible Solution A public museum does not allow food. A person with diabetes requests to bring in snacks to eat in the museum. The museum allows the person to bring in snacks. A person with a guide dog asks to enter a public library that has a "no pets" rule. The city makes an exception to the "no pets" rule. The city makes an exception to the "no pets" rule in public buildings and other city buildings to allow people with disabilities and their service dogs. Learn more about service animals A person with mobility disability tries to access a state park on his Segway, the park does not allow motorized vehicle on park trails, the state park grants an exemption from rule and permits the visitor to use his Segway on the park walking trails. Learn more about requirements related to mobility devices. A state/local government does not need to modify a policy if it would fundamentally alter the nature of the program, service, or activity. What does fundamentally alter mean? A fundamental alteration is something that would change the essential nature of the entity's programs or services. For example, a local government would not be required to move a beach volleyball tournament to an indoor court. Communicating Effectively with People with Disabilities Communication is an essential part of providing service to the public. The ADA requires state/local governments to communicate as effectively with people with disabilities as with others. Because the nature of communication differs from program to program, the rules allow for flexibility in determining effective solutions. Sometimes the solution will require the state/local government to provide aids or services, like a sign language interpreter. Here are some examples of specific scenarios that could be resolved with a communication aid or service: Scenario Possible Solution A person with hearing loss tries to access their county tax office with complex questions about property tax assessments. The clerk in the county tax office provides a sign language interpreter who can assist with communicating about the property tax assessments. Learn more about other aids or services that can be used to provide effective communication. A person with low vision who uses a screen reader wants to register to vote using the state government's online form. The elections office ensures that their online forms are accessible to people who use screen readers. We provide more examples on our page about effective communication. That page also includes information about how to file a complaint with the Federal Election Commission. Existing buildings and facilities are inaccessible. State/local governments must look at their programs/services in their entirety or as a whole to ensure that they are accessible to individuals with disabilities who can meet the obligation in a variety of ways. Here are some examples: Type of Accessibility Issue Possible Solution A person with a mobility disability wants to borrow books from the town's public library after reviewing the book catalog online. The library has not been altered since before the ADA was passed and has stairs and narrow doorways that make it inaccessible to her. Staff provides curbside service to allow the person to check out and return materials. A third-grade student who uses a wheelchair attends a two-story school built before the ADA, and not altered since then; the school does not have an elevator. The school locates the third-grade classroom on the first-floor. There are a few limits to the program access requirements. State/local governments are not required to take any action that would result in undue financial and administrative burden. What is an undue burden? An undue burden means a significant difficulty or expense. Whether something is a significant difficulty or expense will vary from government to government and may vary from year to year. If a request or action would cause an undue burden, the state/local government must look for an alternative to ensure that individuals with disabilities receive the benefits or services provided by the state/local government. Learn more about program access and the limitations on this requirement in the State and Local Government Primer. Ticket Sales and Testing Accommodations Testing Accommodations Scenario Possible Solution An older adult with a learning disability is enrolled in a community college and requests additional time to take the placement test. The community college grants the applicant extended time to take the exam. Learn more about providing testing accommodations. Ticket Sales Scenario Possible Solution A wheelchair user tries to buy accessible seating to attend a community college football game and is directed to call the box office because accessible seating is not available for purchase. The university makes accessible seating available for purchase online. Learn more about requirements for ticket sales. When state/local governments build or alter facilities, they must be accessible to people with disabilities. To make them accessible, state/local governments need to follow the ADA Standards for Accessible Design. The information below is intended to help get you started. 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To find out more about how these laws may apply to you, contact the agencies and organizations listed below. The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to people with disabilities. To make them accessible, state/local governments need to follow the ADA Standards for Accessible Design. The information below is intended to help get you started. ADA Standards Basics Chapter 1: Application and Administration Chapter 2: Scoping Chapters 3 - 10: Design and Technical Requirements Common Topics Accessible Route Section 206 and Chapter 4 Parking Spaces Sales and Service Section 227 and 904 Note: Sections cover sales and service areas, such as check-out aisles and sales and service counters. 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