

# File an ADA Complaint with FTA

U.S. Department of Transportation — Federal Transit Administration  
<http://www.fta.dot.gov/civilrights/12325.html>

## Who May File a Complaint?

If you believe you have been discriminated against based on disability by a public transit agency you may file an administrative complaint with the FTA Office of Civil Rights. Complaints should be filed within 180 days of the alleged act of discrimination.

## How Do You File?

You may file a complaint by completing the [FTA complaint form \(PDF\)](#).

[http://www.fta.dot.gov/documents/Consolidated\\_Civil\\_Rights\\_Complaint\\_Form.pdf](http://www.fta.dot.gov/documents/Consolidated_Civil_Rights_Complaint_Form.pdf)

The complaint form must be signed and mailed to:

Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

With your form, please attach on separate sheet(s):

- A summary of your allegations and any supporting documentation.
- Sufficient details for an investigator to understand why you believe a public transit provider has violated the ADA with specifics such as dates and times of incidents.
- Any related correspondence from the transit provider.

The office's enforcement priority is on repeated issues—not one-time operational breakdowns—so it may be important depending on the nature of the complaint allegations to keep a log of incidents, again with dates and times, to submit with the

complaint form.

## **What Should You Expect From FTA's Complaint Process?**

FTA strives to process complaints promptly. At the conclusion of our investigation, you will receive a letter outlining our findings. We do not represent individual complainants; our role is to ensure FTA funding recipients are in compliance with ADA requirements. In the FTA complaint investigation process, we analyze allegations for possible ADA deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct them within a predetermined timeframe.

## **Do You Need to File a Local Complaint First?**

We encourage, though do not require, individuals to first file a complaint directly with their transit provider to give it an opportunity to resolve the situation. FTA grantees are required under the ADA to have local complaint procedures.