



## Civil Rights

### Section ADA/504 Complaint Process At-A-Glance

1. You identify a problem area that impedes the public right-of-way (ROW) or barrier to access on a VDOT roadway or facility.
2. You fill out a VDOT ADA/504 Complaint Form. Ask VDOT Civil Rights ADA/504 Coordinator for assistance if you need it. The form will be available via mail or on-line.
3. Within (60) calendar days, you send your complaint form to the VDOT ADA/504 Coordinator at the Central Offices in Richmond, VA.
4. Upon receipt of your complaint for the ADA/504 Coordinator will send you an acknowledgement of receipt of your complaint, with (2) business days.
5. Within (15) business days from receipt of your complaint, the ADA/504 Coordinator will review your request, contacting you for any clarification, additional information, and the possible resolutions.
6. Within (15) business days of your complaint review, the ADA/504 Coordinator:
  - Reviews the complaint and fills out the *CR Review To ADA/504 Coordinator complaint* form.
  - Mails you a completed *VDOT Response to Section 504/ADA Complaint Form* (Deciding whether the ROW or barrier issue is substantiated or under the purview of Civil Rights) with notices of any other afforded rights.
  - Sends copies of all relevant documentation and forms to the appropriate Agency Officials to document or resolution of issue.
7. If unsatisfied with the Section 504/ADA Coordinator's review, you will:
  - Provide a written appeal to the Civil Rights Division Administrator (DA) within (15) business days, after the receipt of the VDOT Response letter.
  - Within 15 business days after receipt of the appeal, the DA or designee will respond in writing, and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint.

**Note: All complaints received by the ADA Coordinator or designee, appeals to the Division Administrator or designee, and responses from this office will be retained by VDOT for at least three years.**