

# How to file an ADA Complaint

## US Department of Justice

If you believe that you or somebody you know has been discriminated against on the basis of disability by an entity covered by the ADA, you may file a complaint with the Disability Rights Section of the U.S. Department of Justice.

The Department of Justice investigates and resolves complaints that fall under Titles II and III of the ADA. Title II establishes that state and local governments may not discriminate against individuals with disabilities in providing public services, programs or activities. Title III prohibits private entities from discriminating on the basis of disability in providing full and equal enjoyment of the public accommodations they own, lease or operate, such as restaurants, stores, hotels, day care centers and private schools. Discrimination can include denying a person with a disability the opportunity to fully participate in or benefit from goods or services, failing to provide a person with a disability with this opportunity in an appropriately integrated setting, or failing to make reasonable accommodations that would allow a person with a disability to take advantage of such an opportunity.

Your complaint should include:

- Your name
- Your address and phone number(s)
- The name of the person who was discriminated against
- The name of the person or entity who engaged in discrimination
- A description of the act(s) of discrimination, including relevant dates and the people involved
- Copies of documents or other proof you have to support your complaint and
- The format of communication that works best for you.

- To file an ADA complaint electronically:  
Online Complaint Form  
<http://www.ada.gov/complaint/>
- To file an ADA complaint by mail:  
US Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530
- To file an ADA complaint by fax: (202) 307-1197

Please keep a copy of your complaint and the original documents for your own records.

### Responses to Your Complaint

The Department of Justice thoroughly reviews the complaints it receives, which can take up to three months. You can check on the status of your complaint by calling either the voice or the teletype number listed at the end of this article. The Department of Justice may also contact you in order to ask for more information, including copies of relevant documents.

The image shows two overlapping forms. The top form is the 'Americans with Disabilities Act Discrimination Complaint Form' from the US Department of Justice. It includes fields for 'Last Name', 'First Name', 'Middle', 'Suffix', 'Address', 'City', 'Telephone', and 'County'. It also has a section for 'Persons(s) Discriminated Against' and a 'Date of Discriminatory Act'. The bottom form is the 'PUBLIC ACCOMMODATIONS COMPLAINT FORM' from the Oklahoma Office of the Attorney General. It includes fields for 'Name', 'County', 'Address', 'City', 'State', 'Zip Code', 'Telephone', and 'Date of Discriminatory Act'. It also has a section for 'What services and/or goods were denied to you? What harm, if any, was caused to you as a result of the denial of services and/or goods? Be specific and give dates.'

## In Oklahoma

The Office of Civil Rights Enforcement (OCRE) is a division of the Oklahoma Attorney General's Office that has the authority to investigate complaints of discrimination in employment, housing, and public accommodation based on race, color, religion, sex, national origin, disability, and age (40 and above) (plus familial status in housing).

The OCRE also accepts, serves, and reports on complaints of racial profiling based on race and national origin.

If you believe you have been discriminated against on your job (discharge, hire, promotion, or transfer...), you may file a complaint with the OCRE.

If you believe you have been discriminated against in housing (sale, rental, mortgage lending, threatened, intimidated, coerced, and denied a reasonable accommodation or modification...), you may file a complaint with the OCRE.

The OCRE will investigate your complaint and determine whether discrimination occurred.

If you believe you have been discriminated against in employment, housing, at a place of public accommodation, or racially profiled, contact the OCRE to file a complaint.

To file electronically:

<https://www.oag.ok.gov/oagweb.nsf/ocre.html>

To contact the office:

Please e-mail [OCRE@oag.ok.gov](mailto:OCRE@oag.ok.gov) or call the OAG Office of Civil Rights Enforcement at 405-521-2029.