



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 Section 504 Complaint Form. Ask VDOT Civil Rights ADA 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 Section 504/ADA Coordinator (Cortley D. West) at the Central Offices in Richmond, VA.
4. Upon receipt of your complaint for the Section 504/ADA Coordinator will send you a acknowledgement of receipt of your complaint, with (2) business days.
5. Within (15) business days from receipt of your complaint, the Section 504/ADA 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 Section 504/ADA Coordinator:
 - Reviews the complaint and fills out the *CR Review To Section 504/ADA 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 District 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 his/her designee, appeals to the District Administrator or his/her designee, and responses from this office will be retained by VDOT for at least three years.