

How we handle your complaint:

This is a DRAFT form that the Access Board may decide to use in the future, to allow the public to submit Architectural Barriers Act (ABA) complaints on-line. It is available here for public review and comment only. Please consult Federal Register Volume 77, Number 243 (Tuesday, December 18, 2012) for instructions on how to provide your feedback and comments on this form to the Access Board. We welcome and appreciate your feedback and comments.

If you wish to submit a complaint under the ABA to the US Access Board, please click here for instructions on how to submit your complaint.

Please do not attempt to use this form to submit ABA complaints at this time.

The Access Board enforces accessibility standards issued under the Architectural Barriers Act (ABA) of 1968. The ABA requires that buildings or facilities designed, constructed, altered, or leased with certain federal funds be accessible.

We accept, from any member of the public, complaints about accessibility barriers at buildings or facilities. We investigate the complaints to determine whether the building or facility is subject to the ABA. If we determine the building or facility is subject to the ABA. If we determine the building or facility is subject to ABA, then we further check if the identified barriers violate an applicable standard. Depending on the result of our investigation, we work together with responsible agency to remedy the identified accessibility barriers or, if we find no violations under the ABA, we will provide you with suggestions on who else might be able to assist you.

You may file an ABA-related complaint with the Access Board, using this online form or a paper form available at http://www.access-board.gov/. How do I file a complaint, using the online form? This online complaint form consists of five sections: (1) Building or Facility Information; (2) Accessibility Barriers; (3) Complainant Information; (4) Review and Submit; and (5) Confirmation. Please note that no "save" function is available at this website and that you must complaint that complaint or not not settled. To file a complaint, you need to follow the steps below the step

Step 1: Provide information about the building or facility

Step 2; List all the accessibility barriers that you've encountered at that building or facility.

Step 3: Providing your name and/or contact information is optional. However, if you provide your contact information we will inform you of the status and result of investigation. We will not disclose your name and/or contact information without your express permission.

Step 4: Submit any photographs or other supporting documents with your complaint, if you wish. Also, in the Review and Submit section, you can review and print all the information you provided.

Step 5: Once you click the "submit" button, a new page will appear with your complaint number and summary. You can print that page. Please keep this complaint number with your records so that you can refer to it, when you inquire about the status of your complaint in the future, or if you decide to provide additional information to us in future correspondence. If you have provided us with an email address, you will also receive an e-mail receipt with the complaint number and summary, immediately following your submissions. What happens after If it is a complaint, You but on a complaint, You but not a complaint of a complaint of

After filing your complaint, if you wish to provide any additional information or documents related to your complaint, you can submit them under separate cover, referencing your complaint number, either by:

1) emailing to enforce@access-board.gov

2) faxing to (202) 272-0081 OR

3) mailing to:

Compliance and Enforcement U.S. Access Board 1331 F Street, N.W., Suite 1000 Washington, DC 20004-111

If you wish to file a complaint about a building or facility, <u>please begin</u> .

OR

Done

If your complaint is about something other than accessibility barriers at a building or facility, <u>refer to our website</u> .

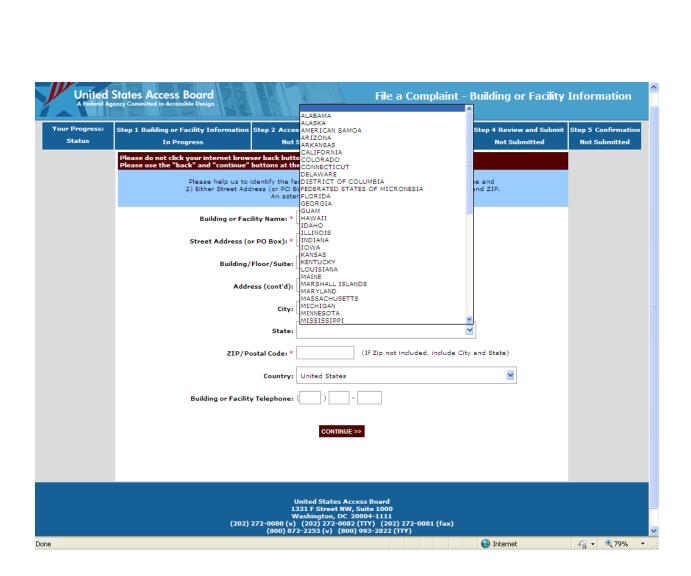
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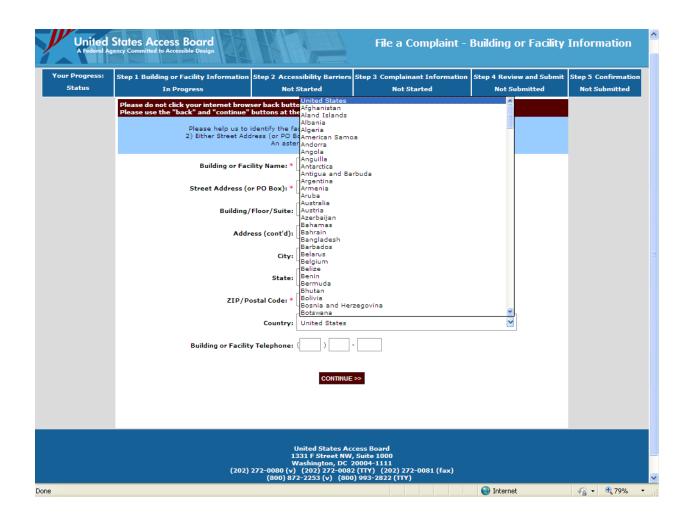




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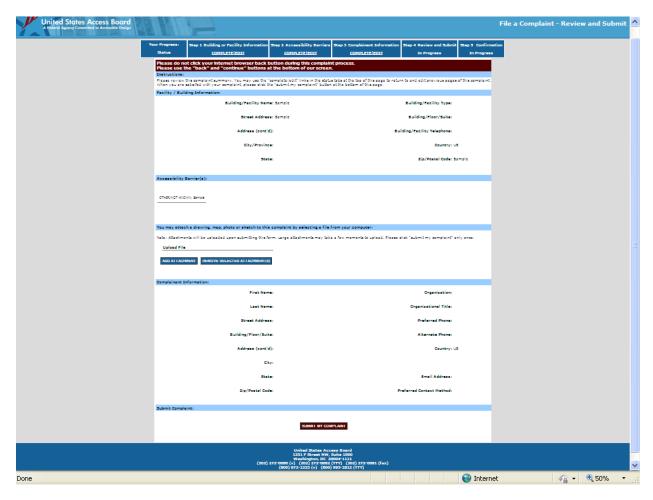
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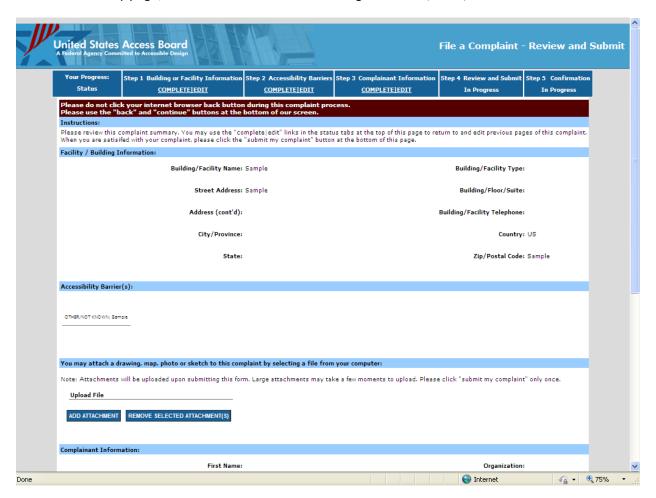
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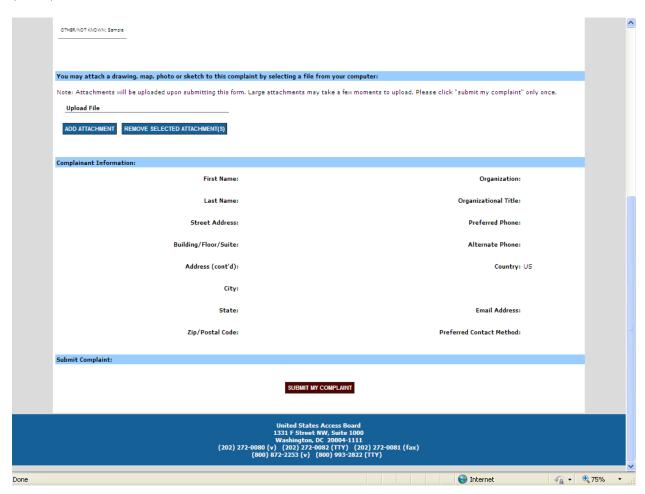
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