

## REPORTING FORM FOR SECTION 508 TECHNOLOGY ACCESSIBILITY ISSUES

**PURPOSE:** The purpose of this form is to assist you with reporting a technology accessibility issue. You should use this form if you are an individual with a disability, and because of that disability, you are having difficulty accessing electronic and information technology provided by the Social Security Administration (SSA).

**SSA POLICY:** Federal law and SSA policy require that when we develop, procure, maintain, or use electronic and information technology, we ensure that individuals with disabilities who are members of the public have access to and use of information and data that is comparable to access available to members of the public who are not disabled, unless this would impose an undue burden on the agency. For more information go to [http://www.ssa.gov/accessibility/508\\_overview.html](http://www.ssa.gov/accessibility/508_overview.html)

**SECTION 508 STANDARDS:** Section 508 requires electronic and information technology procured by a federal agency on or after June 21, 2001, comply with standards issued by the Architectural and Transportation Barriers Compliance Board. For more information about the Section 508 law, application, exceptions, and standards, go to <http://section508.gov>. Electronic and information technology includes information technology and any equipment or interconnected system or subsystem of equipment that is used in the creation, conversion, or duplication of data or information.

### **HOW AND WHERE TO FILE:**

#### **FORMAL COMPLAINTS**

To file a formal complaint alleging that SSA's electronic and information technology does not comply with Section 508 of the Rehabilitation Act, please complete (1) this form and (2) the Program Discrimination Complaint Form, SSA-437-BK, which is available on our website at <http://www.socialsecurity.gov/online/ssa-437.pdf>.

You are not required to use either form. You may write a letter instead, but the letter must contain all of the same information requested by these forms.

Please mail, fax, or email a completed, signed, and dated copy of your complaint to us:

Mailing Address:                   Social Security Administration  
  Program Discrimination Complaint Adjudication Office  
  Room 617 Altmeyer Building  
  6401 Security Boulevard  
  Baltimore, MD 21235

Fax Number:                       (410) 597-0507

Email Address: [program.complaint.intake@ssa.gov](mailto:program.complaint.intake@ssa.gov)

Please keep in mind that sending any sensitive or protected information to us in an unsecured email presents a risk of disclosure to, or interception by, unintended third parties. Your use of email to communicate sensitive, personally identifiable information to us indicates that you acknowledge and accept the possible risks associated with such communication. Please consider communicating any sensitive information by telephone, fax or mail.

If you have any questions about the complaint process, or if you have questions about a complaint you have already filed, you may use the above contact information to write, fax, or email us, or you may call us toll-free at (866) 574-0374.

## **REPORTS OF A TECHNOLOGY ACCESSIBILITY ISSUE**

If you identify a technology accessibility issue but do not want to file a formal discrimination complaint, you can use this form to report the issue.

Please mail, fax, or email a completed, signed, and dated copy of the form to us:

Mailing Address: Social Security Administration  
Office of Civil Rights and Equal Opportunity  
Social Security Administration  
6401 Security Boulevard  
Baltimore, MD 21235

Fax number: (410) 966-0941

Email address: [Section.504.Public.Inquiry@ssa.gov](mailto:Section.504.Public.Inquiry@ssa.gov).

Please keep in mind that sending any sensitive or protected information to us in an unsecured email presents a risk of disclosure to, or interception by, unintended third parties. Your use of email to communicate sensitive, personally identifiable information to us indicates that you acknowledge and accept the possible risks associated with such communication. Please consider communicating any sensitive information by telephone, fax or mail.

If you have any questions about how to report a technology accessibility issue, or if you have questions about a technology accessibility issue you have already reported, you may use the above contact information to write, fax, or email us, or you may call us toll-free at (844) 881-9061 Monday through Friday, 8:00am – 4:00pm Eastern Time (except Federal Holidays).

**AFTER YOU HAVE COMPLETED THIS FORM, YOU MAY REMOVE THESE INSTRUCTIONS AND KEEP THEM FOR YOUR RECORDS.**

## Technology Accessibility Issue Reporting Form

If you are reporting a technology accessibility issue, please complete all questions below. If you are reporting a formal complaint (which requires completion of the Program Discrimination Complaint Form, SSA-437-BK, in addition to this form), please skip to question 3.

1. Please identify the person who was unable to access electronic and information technology provided by the Social Security Administration (SSA):

Name

Address

City

State

Zip

Daytime phone number

Email address (optional)

Social Security Number

2. If you are filing this request on behalf of a person seeking assistance, provide the following information about yourself:

Name

Address

City

State

Zip Code

Daytime phone number

Email address (optional)

Relationship to the person seeking assistance.

3. Are you a current SSA employee or contractor? [In questions 3 through the end of this form, “you” and “your” refer to the person requesting assistance.]
- Yes
  - No
4. Describe the nature of your disability and how your disability makes the information and data inaccessible to you.
5. Describe the problem you are having accessing and using information and data through SSA’s electronic and information technology. Describe in detail the steps you take before you encounter the problem, and exactly what happens or does not happen when you experience the problem. Please be as specific as you can (use additional pages as necessary) and provide any documentation you believe will help us understand the problem.
6. What is the specific information or data you are not able to access or use?
7. How was SSA trying to provide this information or data to you (check any that are appropriate):
- Public website (specify web address)
  - Internal website (specify web address)
  - Electronic communication (specify type of electronic communication)
  - Electronic document or form (specify document and how obtained)
  - Multimedia – for example: video, recorded or live events, webinar, audio file (specify name and description of media and how obtained)
  - Kiosk (specify location)
  - Office equipment (specify equipment type and location)
  - Telephone equipment (specify equipment type and location)
  - Video equipment (specify equipment type and location)
  - Storage Media - for example, a data CD) (specify storage medium type and how obtained)
  - Other (specify)

8. Describe any personal equipment, operating systems, software (e.g., browser), and any assistive technologies you used to access this information or data.

Computer Name and Product #

Operating System (example: Windows version 8.1)

Browser and version # (example: Internet Explorer version 11)

Assistive Technology (example: JAWS version 12)

9. When did you become aware that you were not able to access or use this information or data through SSA's electronic and information technology?
10. If you have ever been able to access this information or data through SSA's electronic and information technology before, provide the date(s) you were able to access it and describe how you accessed it.

## **Privacy Act Statement Collection and Use of Personal Information**

Complainants (including individuals who informally report a technology accessibility issue) and individuals who cooperate in an investigation by the Social Security Administration (SSA) into an alleged violation of Section 508 of the Rehabilitation Act are afforded certain rights and protections. This brief description will provide you with an overview of these rights and protections.

SSA may collect information concerning formal and informal complaints of inaccessible electronic and information and technology pursuant to 5 U.S.C. § 301, 29 U.S.C. §§ 794(a), 794(d), 42 U.S.C. § 902(a)(5), 45 C.F.R. Part 85, 20 C.F.R. § 405.30, and Executive Orders 13160 and 13166. The responses you provide will be used to make a decision on how we will process your complaint. Your responses are voluntary; however, we may be unable to proceed with processing your complaint if you choose not to provide the requested information. You do not have to use this form. You may also write a letter that includes all of the requested information.

We rarely use the information you provide for any purpose other than for processing your complaint. We may, however, disclose the information in accordance with routine uses of the Privacy Act (5 U.S.C. § 552a(b)), which include, but are not limited to, the following:

1. To a congressional office on behalf of an individual in response to an inquiry made at the request of the individual who is the subject of the record;
2. To the Office of the President for the purpose of responding to an individual pursuant to an inquiry from that individual or from a third party on the individual;
3. To another Federal agency or to a court or third party in litigation when the Government is a party to a suit before the court;
4. To a Federal, State, or local agency for law enforcement purposes concerning a violation of law;
5. To the Department of Justice, the Equal Employment Opportunity Commission, or other Federal and State agencies when necessary for the administration or enforcement of civil rights laws or regulations.

Complaint records are exempted as investigatory material, compiled for law enforcement purposes, from certain Privacy Act access, amendment, correction, and notification requirements (5 U.S.C. § 552a(k)(2)). However, a complainant or any member of the public may request release of this information under the provisions of the Freedom of Information Act (5 U.S.C. § 552).

A complete list of routine uses for this information is contained in our System of Records Notice 60-0275, Civil Rights Complaints Filed by Members of the Public. Additional information regarding this form and our other system of records notices and Social Security programs are available from our Internet website at [www.socialsecurity.gov](http://www.socialsecurity.gov) or at your local Social Security office.

The Paperwork Reduction Act -This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 1 hour to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address; do not send the complaint form to this address.***

**AFTER COMPLETING THIS FORM, REMOVE THE LAST TWO PAGES AND KEEP THEM FOR YOUR RECORDS.**