

How were you traveling? | Tell us about the incident

U.S. Department of Transportation Accessibility Complaint Form

Thank you for contacting the United States Department of Transportation (USDOT) regarding your disability-related complaint. Disability issues are very important to USDOT and we are committed to ensuring that covered transportation entities comply with all applicable federal requirements. We will review your submission and determine if an investigation is necessary, with follow-up as needed. If you need assistance, please call xxx or email ADAConcerns@dot.gov

Step 2 of 4 Tell Us About Your Complaint

Complaint Details Show row weights

What date(s) did you experience the issue?

Date
E.g., 10/12/2016
Please list all dates in the last 180 days.
[Add another item](#)

Check if this issue been resolved.

Mass Transit Travel Details

Where did the incident take place?

City

State

Please provide information about the route you were traveling.

Bus stop, location where boarded, route number, driver's name or ID, if available.

Complaint Description

Please describe the complaint.

Include specific details such as the nature of your disability and accommodations requested or required for your disability, names, dates, route numbers, witnesses and any other information that would assist us in our investigation your allegations.

Upload relevant information

Upload photos

Add a new file

Files must be less than 256 MB.
Allowed file types: png gif jpg jpeg.

Upload Files

Please provide any additional documentation relevant to your complaint, such as copies of written correspondence, correspondence to transit agency or other documentation from other parties explaining or attempting to resolve your complaint.

Add a new file

Files must be less than 256 MB.
Allowed file types: txt pdf doc docx xls xlsx.

Complaint History

Have you filed this complain with another agency? *

What agency did you file with?

Date of previous filing

Date
E.g., 10/12/2016

Please enter the complaint number of your previously submitted complaint.

[Next page](#)



U.S. DEPARTMENT OF TRANSPORTATION
1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590
855-368-4200



- ▶ Contact Us
- ▶ Subscribe to Email Updates
- ▶ Fast Lane Blog
- ▶ Resources for Individuals
- ▶ Resources for Partners
- ▶ Resources for Government
- ▶ DOT Library
- ▶ DOT Plain Language
- ▶ Budget and Performance
- ▶ Open Government
- ▶ Recovery Act
- ▶ Regulations
- ▶ 50th Anniversary Site

- ▶ Web Policies & Notices
- ▶ Accessibility
- ▶ Careers
- ▶ FOIA
- ▶ Privacy Policy
- ▶ Information Quality
- ▶ No Fear Act
- ▶ Ethics
- ▶ Civil Rights
- ▶ OIG Hotline
- ▶ Office of Inspector General
- ▶ Buy America
- ▶ BusinessUSA
- ▶ USA.gov
- ▶ WhiteHouse.gov