

DISCRIMINATION COMPLAINTS

Federal Americans with Disabilities Act

Title III of the ADA prohibits discrimination based on disability in public accommodations. Private entities covered by title III include places of lodging, establishments serving food and drink, places of exhibition or entertainment, places of public gathering, sales or rental establishments, service establishments, stations used for specified public transportation, places of public display or collection, places of recreation, places of education, social service center establishments, and places of exercise or recreation. Title III also covers commercial facilities (such as warehouses, factories, and office buildings), private transportation services, and licensing and testing practices.

If you feel you or another person have been discriminated against by an entity covered by title III, send a letter to the Department of Justice, at the address below, including the following information:

- Your full name, address, and telephone number, and the name of the party discriminated against;
- The name of the business, organization, or institution that you believe has discriminated;
- A description of the act or acts of discrimination, the date or dates of the discriminatory acts, and the name or names of the individuals who you believe discriminated; and
- Other information that you believe necessary to support your complaint. Please send copies of relevant documents. Do **not** send original documents. (Retain them.)

Sign and send the letter to the address below:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights - NYAVE
Washington, D.C. 20530

The Disability Rights Section will consider your complaint and inform you of its action. The office will investigate the complaint and determine whether to begin litigation. We will not necessarily make a determination on each complaint about whether or not there is an ADA violation. If we believe there is a pattern or practice of discrimination, or the complaint raises an issue of general public importance, we may

attempt to negotiate a settlement of the matter or we may bring an action in U.S. District Court. Any such action would be taken on behalf of the United States. The DOJ does not act as an attorney for, or representative of, the complainant.

Massachusetts Architectural Access Board

Any person who believes a building or facility is in violation of the Rules and Regulations of the Architectural Access Board may file a complaint. The following is a step by step explanation of how the process works.

Complaints must be filed on the Complaint Forms provided by this office. You may call to request copies of the forms or click on the links below:

- [Parking Lot Complaint Form](#)
- [Building Complaint Form](#)
- [Sidewalk/Curb Cut Complaint Form](#)
- [Telephone Complaint Form](#)
- [Housing Complaint Form](#)

First identify the building or facility you believe to be in violation by citing the NAME OF THE BUILDING and the EXACT ADDRESS.

Fill out the complaint form in full. (It is important to note that the more information you provide, the faster your complaint will be processed).

More information is available, including FAQ, at the website of the MAAB at:

<http://www.mass.gov/eopss/consumer-prot-and-bus-lic/license-type/aab/the-complaint-process.html>