

How to File an ADA Complaint – Summary

1. Identify Who You're Filing Against

- **Title II:** State/local government (e.g., public schools, courts)
- **Title III:** Private businesses open to the public (e.g., restaurants, clinics)

2. Choose Where to File

- **U.S. Department of Justice (DOJ)**
 - Online: ADA.gov
 - Mail:
Civil Rights Division
950 Pennsylvania Avenue, NW
Washington, DC 20530
- **City of Los Angeles (Title II only)**
 - Email: DOD.ADA@lacity.org
 - Phone: (213) 202-2764
 - Form: LA ADA Title II Grievance Procedure

3. What to Include

- Your contact info
- Organization's name/address
- Date & description of incident
- Type of discrimination (e.g., denial of interpreter)
- Supporting documents (emails, photos, etc.)

4. What Happens Next

- DOJ may investigate, mediate, or refer your complaint
- You may be contacted for more info
- Possible outcomes: settlement or legal action
- Response time: typically within 3 months

5. Tips for a Strong Complaint

- Be clear and specific
- Include names, dates, and locations
- Attach evidence
- Consider meeting with a GLAD Community Advocate to [Report a civil rights violation](#)

