

Section 508 Complaints Interim Processing Procedures

Description

Introduction: The following information is provided as interim procedures, pending further guidance, for the administrative processing of complaints of noncompliance with Section 508 of the Rehabilitation Act of 1973, as amended, filed with the General Services Administration.

Background: As background, Sections 501 and 504 of the Rehabilitation Act of 1973, as amended, contain general prohibitions of disability-based discrimination and generally require Federal agencies and departments to provide reasonable accommodations to qualified persons with disabilities, including employees and members of the public, upon request. The General Services Administration issued enforcement regulations for Section 504 in March, 1991. See 41 CFR 105-8

In 1998, Congress amended the Rehabilitation Act of 1973, as amended. Section 508 of that amendment requires Federal departments and agencies to develop, procure, maintain, or use electronic and information technology to ensure that Federal employees and members of the public with disabilities have access to and use of information and data, comparable to that of the employees and members of the public without disabilities-unless it is an undue burden to do so. A copy of Section 508 may be accessed at [http://Section 508.gov/docs/508law.html](http://Section508.gov/docs/508law.html). A Section 508 Facts Brochure is also available at <http://www.access-board.gov/sec508/brochure.htm> to assist in understanding Section 508.

Complaints Procedures: Section 508 provides that persons with disabilities may file administrative complaints with Federal agencies or file lawsuits in Federal court on or after June 21, 2001. These procedures only apply to complaints that procurements were made in violation of Section 508. Agencies' procedures for handling and resolving Section 508 complaints must be patterned after the complaint procedures established to implement Section 504 for resolving allegations of discrimination in a federally conducted program or activity. Therefore, the General Services Administration will process complaints filed under Section 508 in accordance with procedures established for processing complaints under Section 504.

If you are a General Services Administration employee or applicant for employment who is disabled, and wish to file a complaint of discrimination based on Section 508 with respect to employment with General Services Administration, please visit [Section 508 Complaints Interim Processing Procedures for Employees or Applicants](#).

If you are a member of the general public or an employee or applicant for employment with General Services Administration, who is disabled and wish to file a non-employment related complaint that the General Services Administration is in noncompliance with Section 508, please visit [Section 508 Complaints Interim Processing Procedures for the General Public or Employees or Applicants](#).

Section 508 Complaints Interim Processing Procedures For Employees or Applicants

Description

If you are a General Services Administration employee or applicant for employment who is disabled, and wish to file a complaint of discrimination based on Section 508 with respect to employment with General Services Administration, please follow the below procedures.

General Services Administration Employees or Applicants for Employment Who are Disabled and Wish to File an Employment Discrimination

Complaint: Section 508 of the Rehabilitation Act of 1973, as amended, complaints of discrimination filed by the General Services Administration employees or applicants for employment will be processed in accordance with the Equal Employment Opportunity Commission's regulations at 29 CFR 1614. See <http://www.eeoc.gov/federal/1614-final.html> for detailed information about the employment discrimination complaint process. Based on these regulations, you must contact the appropriate Regional Equal Employment Opportunity Office within 45 days of the incident that gave rise to the complaint.

See <http://hydra.gsa.gov/eeo/newpage6.htm> for the appropriate Regional Equal Employment Opportunity Office servicing your area.

Section 508 Complaints Interim Processing Procedures for the General Public

Description

If you are a member of the general public or an employee or applicant for employment with General Service Administration, who is disabled and wish to file a non-employment related complaint that the General Services Administration is in noncompliance with Section 508, please follow the below procedures.

Members of the Public Who are Disabled and Wish to File a Discrimination

Complaint: If you are a member of the public who is disabled and wish to file a complaint of the General Services Administration's noncompliance with Section 508 of the Rehabilitation Act of 1973, as amended, you may send a signed, written complaint within 180 days of the incident that gave rise to the complaint to the following address:

General Services Administration
Office of Civil Rights (AK)
1800 F Street, NW
Washington, D.C 20405

Your complaint should include sufficient details of the alleged Section 508 violation that will enable the Office of Civil Rights to understand what occurred, where and when it occurred and the responsible General Services Administration organization, if known. If accepted for investigation, the General Services Administration will investigate your complaint and attempt resolution. If no resolution is achieved, a letter of findings will be issued, notifying you of the results of the investigation. If you disagree with the letter of findings, you will be provided with administrative appeal procedures within the General Services Administration. If you appeal the letter of findings, the General Services Administration will issue a final decision based on the entire record. This decision will set forth the findings, remedial action required, if any, and reasons for the decision.

Alternative Means of Filing a Complaint: The General Services Administration will provide appropriate assistance to you if, because of your disability, you are unable to provide a written complaint. To file a complaint telephonically, call (202) 501-0767, 1-800-662-6376 or Federal Relay 1-800-877-8339.