



# Americans with Disabilities Act (ADA)

## Program Complaint Filing Procedure

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination by government agencies against anyone in the United States based on a disability. Section 504 of the Rehabilitation Act of 1974 likewise forbids disability discrimination by any agency receiving federal funding.

Anyone who believes that they have been subjected to disability discrimination by DPW or its affiliates may file a complaint with the Department of Public Works' Office of Civil Rights within 180 days of the alleged discrimination:

**Heather Proctor**  
**Territorial ADA Coordinator**  
USVI Department of Public Works  
6002 Anna's Hope  
St. Croix, VI 00820  
340-773-1664 ext 4225  
711 (TTY TeleRelay Service)  
[heather.proctor@dpw.gov.vi](mailto:heather.proctor@dpw.gov.vi)

1. Complaints must be in writing and contain the following information:
  - a. Name, address, telephone number (or email) of the complainant.
  - b. The date or dates on which the alleged discriminatory event or events occurred.
  - c. The nature of the discrimination that led the complainant to feel discrimination was a factor.
  - d. Complainant's signature and date.
2. If the Complainant is unable to write a complaint, OCR staff will assist the complainant.
3. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
4. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed.
5. OCR will complete the investigation within ninety (90) working days of receipt of the complaint.
6. OCR will prepare a written investigation report including a summary description of the incident, findings and recommended corrective action.
7. A closing letter will be provided to the complainant providing five (5) working days from receipt of the closing letter to appeal. If neither party appeals, OCR's decision is final.

Complaints may also be filed directly with the appropriate federal agency.

**For Transit and Public Transportation Services:**

Federal Transit Administration (FTA)  
Office of Civil Rights  
East Building, 5<sup>th</sup> Floor  
Washington DC 20590  
[ftacivilrightscommunications@dot.gov](mailto:ftacivilrightscommunications@dot.gov)

**For Roadway and Pedestrian Facilities:**

Federal Highway Administration (FHWA)  
Office of Civil Rights  
E81-105, 8<sup>th</sup> Floor  
Washington DC 20590  
[FHWA.ADAcomplaints@dot.gov](mailto:FHWA.ADAcomplaints@dot.gov)