

University of Minnesota  
Parking & Transportation Services (PTS)

## ADA COMPLAINT FORM

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home/Cell):</b>			<b>Telephone (Work):</b>	
Email:				
Do you require an accessible format?:	<b>Large Print</b>		<b>Audio Tape</b>	
	<b>TTY/TDD</b>		<b>Other</b>	
<b>Section II:</b>				
Are you filing this complaint on your own behalf? *			Yes	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are filing:				
Have you obtained permission from this person?			Yes	No
<b>Section III:</b>				
If you believe you were discriminated against based on a disability, please provide as much detail concerning the alleged discrimination.				
Date of Alleged Discrimination (Month, Day, Year): _____ Time: _____				
Route: _____ Vehicle ID or Name: _____ Location: _____				
Name(s) of Employee(s) involved: _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. If more space is needed, please use the back of this form.				
_____				
_____				
_____				
_____				

University of Minnesota  
Parking & Transportation Services (PTS)

Section IV		
Have you previously filed an ADA complaint with PTS?	Yes	No
Contact name:	Telephone number:	
Section V		
Have you filed this complaint with any other University Department?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Department name: _____		
Please provide contact information for the person you spoke to at the above Department:		
<b>Name:</b>	<b>Title:</b>	
<b>Department:</b>		
<b>Address:</b>		
<b>Telephone:</b>		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If you need assistance completing this form, contact PTS at:  
612-626-7275 | Email at pts@umn.edu

**Please submit this form online, via email, or in person at the address below, or mail to:**

Parking & Transportation Services  
511 Washington Avenue SE  
300 TSB  
Minneapolis, MN 55455  
pts@umn.edu

# University of Minnesota Parking & Transportation Services (PTS)

## **ADA Complaint Process**

In compliance with the U.S. Department of Transportation Americans with Disabilities Act (ADA) of 1990 (49 CFR Parts 27, 37, 38 and 39), and Section 504 of the Rehabilitation Act of 1973, as amended, University of Minnesota Parking & Transportation Services ensures its services, vehicles, and facilities are accessible to and usable by individuals with disabilities. Anyone who believes he or she has been discriminated against on the basis of disability may file an ADA complaint.

Complaints may be submitted to (1) PTS or (2) to the University of Minnesota Office of Equal Opportunity and Affirmative Action (EOAA).

(1) To submit an ADA Complaint to PTS, complete the ADA Complaint Form, by downloading an ADA Complaint Form [www.umn.edu/pts](http://www.umn.edu/pts) or by calling 612-626-7275. If the complainant is unable to write a complaint, a representative may file on his or her behalf, or PTS staff will provide assistance. PTS will provide for a prompt and equitable resolution by following this process:

(2) Upon receipt of the complaint, the PTS ADA Coordinator will begin a prompt investigation and contact the complainant if additional information needed.

(3) If the issue is operational or involves equipment, PTS will promptly resolve the complaint and communicate its response to the complainant, including its reasons for the response.

(4) In other cases, a PTS Coordinator may transmit the complaint to the UMN's Office of EOAA and EOAA will respond to the complaint.

(2) To file a complaint with EOAA, please contact 612-624-9547 or [eoaa@umn.edu](mailto:eoaa@umn.edu). Complaints may be brought at any time, although untimely reports might impact EOAA's ability to address concerns effectively. To learn more about the University's policies against disability discrimination, EOAA's process for addressing complaints of discrimination, and access additional University resources, please visit [eoaa.umn.edu](http://eoaa.umn.edu).

The University prohibits retaliation for reporting discrimination, including disability discrimination.

To request disability accommodations, please contact the University's Disability Resource Center.

180 McNamara Alumni Ctr  
200 Oak Street SE  
Minneapolis, MN 55455  
612-626-1333 (V/TTY)  
612-626-9654 (FAX)  
[drc@umn.edu](mailto:drc@umn.edu)