

ILLINOIS DEPARTMENT OF TRANSPORTATION EXTERNAL ADA GRIEVANCE PROCEDURES

The Illinois Department of Transportation is committed to equal access to programs, services, and activities for persons with disabilities. This grievance procedure is established following agency policy and state and federal law. It is intended to be used by non-IDOT employees who wish to file a complaint alleging discrimination on the basis of a disability in the provision of services by or access to activities, programs, or facilities of the Illinois Department of Transportation. This external grievance procedure does not apply to complaints relating to employment by the Illinois Department of Transportation, which are addressed in a separate procedure.

To begin the process, a written complaint should be submitted to IDOT. The complaint should include contact information for the Complainant, such as name, address, and phone number. It should also provide a brief description of the issues, including the locations, dates, and persons involved in the alleged discrimination.

The complaint should be submitted as close to the date of the alleged discrimination as possible but not later than one hundred eighty (180) calendar days after the alleged discrimination. Complaints must be submitted to:

Illinois Department of Transportation
Bureau of Civil Rights
2300 Dirksen Parkway
Office 317
Springfield, IL 62764
PH: 217-782-2762
TTY: 866-273-3681

Within 10 calendar days of receiving the complaint, the ADA Coordinator or designee will contact the Complainant to discuss the complaint and possible resolutions. The person filing a complaint on the basis of discrimination based on race, color, religion, national origin, or disability will be informed that the complaint may be filed directly with the FTA, FHWA, or IDOT. It shall be the responsibility of the ADA Coordinator, or designee, to track, investigate, and document Section 504 and ADA complaints.

If the person opts to file the complaint with IDOT, the complaint will be reviewed and investigated. Within 30 working days of receiving the complaint, the ADA Coordinator or designee will provide the Complainant with a written response. The ADA Coordinator will prepare a written response to the complaint and submit it to the Bureau Chief of the Bureau of Civil Rights. Suppose the ADA Coordinator determines that the complaint is substantiated. In that case, the ADA Coordinator shall report the same to the Bureau Chief, who will order or authorize the ADA Coordinator to order corrective action to be taken as warranted.

The response will explain IDOT's position and offer options for substantive resolution of the complaint if warranted. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded. If not, the person is advised of the appropriate steps to appeal the complaint with the FTA or FHWA.

Files will be retained following IDOT's retention schedule. Per the FTA retention requirements, IDOT will retain ADA complaints at a minimum one year and general information, such as a schedule of complaints received and their status, five years.

The Complainant's use of this grievance process to achieve a prompt and equitable resolution of the complaint shall not be impaired by Complainant's pursuit of other remedies, such as filing a complaint with the responsible federal and state agencies. IDOT and/or subgrantees will not retaliate against an individual for filing a charge of discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination. Use of this grievance process is not a prerequisite to pursuing other remedies with outside agencies.

Americans with Disabilities Act (ADA) Information

Alternative means for filing a grievance can be provided by calling the ADA Coordinator at 217-782-2762 or via TTY at 866-273-3681.