**ADA COMPLAINT/ ASSISTANCE FORM**

Please fill out as much of this form as you can. If you need help, tell us, and we would be happy to provide it. If you don’t know the answer to something, please leave it blank.

Name: Phone: Address: May we leave a message?

E-mail:

The Mayor’s Commission on Disabilities helps to investigate and resolve disability access or discrimination issues for Baltimore City. Access issues usually fall into one of three categories. Please let us know which category best describes your issue:

* **Architectural Access** - Please check here if the access problem is architectural -- for example, a wheelchair ramp is needed, braille signage is missing, or accessible counters are too high for wheelchair users.
* **Programmatic Access** – Please check here if the access problem is programmatic – for example, you

cannot get or maintain a City benefit or service because

of a disability, or you asked for a reasonable modification of a policy, practice or procedure in order to obtain benefits or services, but were denied one.

* **Communication Access** – Please check here if the access problem involves communication – for example, you need an interpreter, materials in alternative formats, or other auxiliary aids and services in order to have equal access to information and communications for a City benefit, service or activity.

Please advise to whom the complaint involves?

Please describe the problem you encountered (attach additional pages if necessary):

Please give us the date of the most recent problem:

Please give us the location/address of the problem:

Is there a change in policy or procedure you wish to see that would be helpful in solving this problem?

Do you know the name and/or position of anyone you encountered?

Signature: Date:

We will provide a copy of this complaint to the appropriate ADA Coordinator, who will conduct an investigation. We may assist in this investigation and will review the results.

If you do not receive follow up within 15 days, please contact us at:

Baltimore City Office of Civil Rights & Wage Enforcement

7 E. Redwood Street, 9th Floor

Baltimore MD 21202

Ph: 443-396-6152 Fax: 410-244-0176 [CivilRights@baltimorecity.gov](mailto:CivilRights@baltimorecity.gov)