

GSA Section 508 Complaint Procedure

Section 508 of the Rehabilitation Act of 1973 (Sec. 508), as amended, provides that each Federal agency must ensure that the information and communication technology (ICT) it develops, procures, maintains, or uses is accessible to individuals with disabilities who are Federal employees or applicants, or members of the public seeking information or services from the agency.

The GSA Office of Civil Rights (OCR) is responsible for investigating and processing complaints arising under Sec. 508. Individuals with disabilities (job applicants, any Federal employees, and members of the public) may file an administrative complaint with OCR requesting that existing ICT, such as a GSA-branded website or a document that does not conform to Sec. 508 accessibility standards, be reviewed and brought into compliance with the provisions of Sec. 508. Such complaints shall be filed with OCR within 180 days of the alleged act of discrimination, and will be processed in accordance with GSA's implementing regulations for Sec. 504 of the Rehabilitation Act. (See 41 CFR 105-8.170-4).

If you have a complaint or believe that GSA is in violation of Sec. 508, you may contact OCR at [202-501-0767](tel:202-501-0767) or [800-877-8339](tel:800-877-8339) via Federal Relay. You may also write to OCR.

Note: Complaints should be in writing and filed with OCR, 1800 F Street, NW, Room 2340, Washington, DC 20405. If any GSA official other than OCR receives a complaint, he or she shall forward the complaint to OCR immediately.