

Tennessee Department of Transportation Appeals Process under Section 508 of The Rehabilitation Act of 1973

Section 508 of the Rehabilitation Act of 1973 requires that all electronic and information technologies developed and used by any Federal government agency must be accessible to individuals with disabilities. This includes websites, video and audio tapes, electronic books, televised programs, and other such media. Individuals with disabilities may still have to use special hardware and/or software to access the resources.

The purpose of the Section 508 grievance procedure is to provide a mechanism for the resolution of discrimination issues with the Tennessee Department of Transportation (TDOT), rather than at the federal level. In the event that the complainant does not receive a satisfactory resolution to their complaint, the complainant may appeal the decision.

The complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to:

Commissioner of the Department of Human Resources
Tennessee Tower, 17th Flr.
312 Rosa L. Parks Blvd.
Nashville, TN 37243
(615) 741-4841
HR.ServiceCenter@tn.gov

Within 15 calendar days after receipt of the appeal, the Commissioner of the Department of Human Resources will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Commissioner of the Department of Human Resources will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by both entities shall retain all records of discrimination for at least three years.

Please note, the use of these procedures does not prohibit anyone from filing a complaint or an appeal with the [Department of Justice](#), and the [Tennessee Human Rights Commission](#).