

## **Tennessee Department of Transportation Appeals Process under the Americans With Disabilities Act – Title II**

Title II of the Americans with Disabilities Act of 1990 ("ADA") prohibits discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Tennessee Department of Transportation (TDOT). The Americans with Disabilities Act – Title I governs employment-related complaints of disability discrimination.

The purpose of the Title II grievance procedure is to provide a mechanism for the resolution of discrimination issues with TDOT, rather than at the federal level. In the event that the response does not satisfactorily resolve the issue, 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  
(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](#).*