



External ADA Grievance Procedure

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The Idaho Transportation Department is committed to providing equal access to programs, services, and activities for persons with disabilities. This grievance procedure is established in accordance with agency policy, state and federal law. It is intended to be used by non-ITD 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 Idaho Transportation Department. This external grievance procedure does not apply to complaints relating to employment by the Idaho Transportation Department which are addressed in a separate procedure.

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

The complaint should be submitted as close to the date of the alleged discrimination as possible, but no later than one hundred eighty (180) calendar days after the alleged discrimination. Complaints must be submitted to:

Office of Civil Rights
Idaho Transportation Department
PO Box 7129
Boise, ID 83707-1129
Phone: 208-334-8884
TTY/TDD: 7-1-1 (*Idaho Relay Service*)
Fax: 208-332-7812
Email: civilrights@itd.idaho.gov

Within 10 calendar days of receipt of the complaint, the ADA Coordinator or designee will contact the complainant to discuss the complaint and possible resolutions. Within 30 working days of receiving the complaint, the ADA Coordinator or designee will provide the Complainant a written response. The response will explain the position of the Department and offer options for substantive resolution of the complaint, if warranted. Files will be retained in accordance with the agency's retention schedule.

The complainant's use of this grievance process as a means to achieve a prompt and equitable resolution of the grievance shall not be impaired by the complainant's pursuit of other remedies such as the filing of a complaint with the responsible federal and state agencies. 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 208-334-8884 or via the Idaho Relay Service at 7-1-1.