***Request for Information.***

Your bureau should work with each complainant to ensure that you have sufficient information to properly evaluate the complaint. You must provide appropriate assistance to complainants, including persons with disabilities and individuals who speak a language other than English, who may need help in providing the information you will need to properly assess jurisdiction and investigate the complaint. It is often most helpful to contact the complainant by telephone, if you can reach them, to discuss the information you need.

In instances in which you will need further information in writing, especially when you cannot reach the complainant by telephone, you may wish to send the complainant a Complaint Form. (See sample form) However, you should always be certain to advise the complainant that they are not required to use the Complaint Form to submit the complaint or additional information, but rather may choose to send the information in some other format. You may explain that, without the specific information requested, you will be unable to process the complaint further. You should give the complainant a specific deadline by which the requested information should be submitted, generally 30 days from the date of your written request, to complete a complaint. Explain in your letter that failure to provide the requested information by that date will result in a dismissal of the complaint. If the information has not been received by that date, you may dismiss/close the complaint and inform the complainant. Please note that if you have or receive enough information to complete some allegations in a complaint but not others, you may only close those allegations that remain incomplete and should proceed with the analysis and investigation process (if appropriate) of the others.

* Case ID
* Acknowledge the complaint and the date it was received
* Include a description of the complaint as much as possible: against whom, possibly which law or regulation, and possibly on which basis, and the allegations
* Detail what information you need. Be as specific as possible. Ask direct questions. You may want to send a form if that helps, although it is not required. And follow up on information that was provided
* Include a deadline (indicate failure to respond will result in a dismissal)
* Include contact information that provides multiple ways for a person to communicate, including if the complainant has questions
* Include the meaningful access statement
* Attach the Complaint procedures
* Include their rights to file with the Department of Justice at any time.

***Request for Information Template.***

Case ID

Dear,

We have received your complaint against [the recipient] and are reviewing it for possible investigation under [statute]. The complaint was received in our office on [date]. Specifically, you have alleged that [describe allegations].

After a preliminary review of your complaint, it has been determined that additional information is needed from you in order to more fully understand the facts and circumstances that lead you to believe discrimination occurred. Please provide [specify information] to this bureau by [date]. If the information is not received by that date, the case will be dismissed and the [bureau/office] will take no further action.

Any questions or concerns you have regarding the investigative process and your rights can be discussed with [appropriate bureau contact].

You have the right to file a complaint at any time with the Department of Justice or any other federal agency. Visit the Department of Justice, Civil Rights Division, Disability Rights Section for additional information including federal agency contacts: <https://www.justice.gov/crt/disability-rights-section>.

You may call the Civil Rights Division hotline at 1-855-856-1247 (toll-free) for assistance or submit a complaint directly to:

U.S. Department of Justice

Civil Rights Division

950 Pennsylvania Avenue, NW

Washington, D.C. 20530

Or/and to the Federal TransitAdministration**:**

Office of Civil Rights

Federal Transit Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

United States

Phone: 888-446-4511

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

[If this falls under another federal agency’s portfolio insert appropriate contact]

Sincerely,

Bureau Staff

Enclosure: ADA Title II Complaint Procedures