



**Civil Rights & Diversity
Issuance System**



CRD-005

Date:

AUG 1 1 2017

Office: Office of Civil Rights and Diversity

Subject: Section 508 Administrative Complaint Processing Procedures

1. **PURPOSE.** This CRD issuance establishes the Department's procedures for the administrative processing of non-employment and employment related complaints in compliance with Section 508 of the Rehabilitation Act of 1973, as amended.
2. **SCOPE.** This directive applies to all bureaus, offices, and organizations in the Department, including the offices of inspectors general within the Department. The provisions of this directive shall not be construed to interfere with or impede the authorities or independence of the Treasury Inspector General, the Treasury Inspector General for Tax Administration, or the Special Inspector General for TARP.
3. **POLICY.** It is the policy of the Department of the Treasury to follow Section 508 of the Rehabilitation Act of 1998, as amended (29 U.S.C. §794d) and to provide employees and members of the public with disabilities access to electronic and information technology (EIT) to the same extent as individuals without disabilities, unless an undue burden would be imposed on the Department.
4. **RESPONSIBILITIES.**
 - a. Heads of Bureaus shall ensure that:
 - 1) This policy is posted on intranet and internet websites accessible to employees and members of the public.
5. **PROCESSES.** In accordance with 31 C.F.R Part 17, Treasury's procedures for complaints alleging noncompliance with Section 508 are as follows:
 - a. An individual with a disability who wishes to file a complaint of noncompliance with Section 508 of the Rehabilitation Act of 1973 must send a signed, written complaint

within 180 days of the incident that gave rise to the complaint, to U.S. Department of the Treasury, Office of Civil Rights and Diversity, 1500 Pennsylvania Avenue, NW, Washington, DC 20220.

- b. The complaint should include sufficient details of the alleged Section 508 violation to enable the Office of Civil Rights and Diversity to understand what occurred, where and when it occurred, and the responsible Treasury organization, if known. If accepted for investigation, the appropriate bureau will investigate the complaint and attempt resolution. If no resolution is achieved, the bureau will forward the findings to the Department. A letter of findings will be issued, notifying the complainant of the decision, and providing administrative appeal procedures. Any appeal of the decision will be made to the Assistant Secretary for Management.
- c. Alternative Means of Filing a Complaint: Treasury will provide appropriate assistance to complainants who may need help in filing their complaint, and will consider complaints filed in alternate formats. Additionally, oral complaints will be considered if the complainant is unable to write.

To file a complaint telephonically, complainants should call 1-202-622-1160 or use the Federal Relay Service number at 1-866-377-8642.

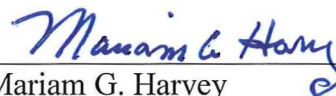
- d. Interaction with EEO Complaint Process: Section 508 provides that it shall not be construed to limit any right, remedy, or procedure otherwise available under Section 791 through 794a of the Rehabilitation Act of 1973, as amended. Therefore, employees and applicants for employment alleging a denial of accessibility to electronic and information technology that affects a term, condition, or privilege of employment are free to pursue a complaint under the provisions of 29 C.F.R. 1614.

6. **AUTHORITY.** Section 508 of the Rehabilitation Act of 1973, as amended by section 408(b) of the Workforce Investment Act of 1998, (Pub. L. No. 105-220, title IV, Section 408(b), Aug. 7, 1998).

7. **REFERENCES.**

- a. Department of the Treasury's Section 504 Complaint Procedure, 31 C.F.R Part 17.
- b. Equal Employment Opportunity Commission (EEOC) regulations, 29 C.F.R. Part 1614.

8. **OFFICE OF PRIMARY INTEREST.** Office of the Assistant Secretary for Management and Office of Civil Rights and Diversity.



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Director

Office of Civil Rights and Diversity