



DISABILITY COMPLAINT REMINDER CARD

Air travelers with disabilities who believe their rights have been violated are encouraged to file complaints with the airline and the U.S. Department of Transportation (DOT) under the Air Carrier Access Act (ACAA). Complaints must be filed with the airline within 45 days of the incident and with DOT within 6 months. You do not need to file a complaint with the airline first before filing a complaint with DOT.

See other side for steps you can take to receive help when you have a disability-related complaint. Also, share your story with PVA at air-access.org and join PVAAction Force to participate in petitions, receive legislative alerts, and join our fight for greater accessibility.



AT THE TIME OF A DISABILITY-RELATED INCIDENT:

- Ask to speak with your airline's complaint resolution officer (CRO). A CRO is an airline employee who has special training on the ACAA to assist passengers when they have disability-related problems.
- Call DOT to receive real-time assistance at 1-800-778-4838 but note that they are only available Monday-Friday 9:00-5:00 ET (closed on federal holidays).

AFTER THE INCIDENT:

- File a complaint with the airline. Check their website or call their customer service for more information.
- File a complaint online with DOT at <https://airconsumer.dot.gov/escomplaint/ConsumerForm.cfm> or by mail (see below). Include your full address and phone number, as well as complete and accurate information about the problem you experienced.

**Office of Aviation Consumer Protection
U.S. Department of Transportation**

1200 New Jersey Avenue, SE
Washington, DC 20590

- Call DOT if you have any questions related to your complaint at 202-366-2220.

**To learn more about PVA
and ways we can help, visit:**

PVA.org

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