

## **USPS 504 Complaint Procedures**

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in federally funded programs and services. If you choose to file a complaint under Section 504, the designated enforcement agency for U.S. post offices is the U.S. Post Service (USPS). Complainants must complete the informal complaint process before filing a formal complaint.

Note: The USPS provides two different types of customer service:

1. Retail Services and Programs, which are provided at postal facilities, and:
  - stamps by mail and phone
  - Rural Carrier Retail Service
  - Self-service postal centers
2. Carrier Delivery Services and Programs, which are provided to businesses and residential customers at their location.

The local postmaster may provide a special arrangement or take any action that will accommodate an individual with a disability as required by Section 504. (39 CFR Part 255.7 (d) Special arrangements for postal services)

### **I. INFORMAL COMPLAINT PROCESS:**

Under USPS procedures, a Section 504 complaint must first be submitted orally or in writing with the local postal manager, most often the postmaster. To contact the postmaster or other responsible manager, call (800) 275-8777.

Within 15 days of receiving the complaint, the local manager/postmaster must send the complainant a written acknowledgment of the complaint, including the date the complaint was filed and a description of the issues;

The local manager/postmaster can:

1. resolve the complaint;
2. provide an initial decision to the complainant; or
3. refer the complaint to a higher level manager. If the complaint is referred to a higher level, the local manager/postmaster must inform the complainant of the name and contact information of the person handling the complaint.

Within 30 days of its receipt, if the complaint is not resolved at the local level, the USPS will send the complainant a written interim report explaining the status of the informal complaint and proposed resolution.

Within 60 days of its receipt, the USPS area/functional vice president will send the complainant a written final decision and determination. A notice will also be included that the complainant may challenge this informal decision regarding the denial of relief by filing a formal complaint with the USPS Vice President and Consumer Advocate or in any other appropriate forum.

## II. FORMAL COMPLAINT PROCESS:

Within 30 days of the receipt of the final decision of the area/functional vice president, the complainant may file a formal complaint in writing. A formal complaint should be mailed to the USPS Vice President and Consumer Advocate. It will be deemed filed on the date that it is postmarked.

Where to file a formal complaint:

Vice President and Consumer Advocate  
United States Postal Service  
475 L'Enfant Plaza, S.W.  
Washington, DC 20260

Within 15 days of the date of the receipt of the formal complaint, the Vice President and Consumer Advocate shall notify the complainant of the receipt and acceptance of the formal complaint.

Within 180 days of the receipt of the formal complaint, the Vice President and Consumer Advocate shall notify the complainant of the results of the investigation of the formal complaint in writing. This notice shall state whether or not relief is being granted and the reasons for granting or denying relief. This notice also shall state that the decision on the formal complaint is final.

After the complainant has completed the formal complaint procedures, the complainant may file suit in any other forum.