

Grievance Procedure under Title II of the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. You may use this procedure if you wish to file a complaint of discrimination based on a disability, if you feel you have not been able to take part in services, activities, programs, or benefits that are provided by the New York City Taxi and Limousine Commission (TLC).

Please submit your complaint, if possible, in writing and include a description of the discrimination, including where and when it took place, and your name, address, and phone number. You may also file the complaint in an alternative way, such as giving a personal interview or a tape recording. The complaint should be submitted by you or your designee as soon as possible but no later than 60 calendar days after the alleged violation.

Please submit all complaints to: Adrian Gonzalez, Deputy Director, Office of Policy and External Affairs, NYC Taxi and Limousine Commission, 33 Beaver Street, 22nd Floor, New York, NY, 10004, or by phone at 212-227-0700.

Mr. Gonzalez or his designee will contact you within 15 calendar days to discuss the complaint and determine how to resolve it. He or his designee will then respond, in writing, to your complaint within 15 days after this conversation. When appropriate, he will respond in an alternate format, such as large print, Braille, or audio tape. The response will explain the position of the TLC and offer options for resolution of your complaint.

If you are not satisfied with Mr. Gonzalez or his designee's response, you may appeal the decision within 15 calendar days after you receive the response to TLC Chairman David Yassky. Within 15 calendar days after he receives your appeal, Mr. Yassky or his designee will contact you to discuss the complaint and possible resolutions. Within 15 calendar days after that discussion, Mr. Yassky or his designee will respond in writing, and, when appropriate, in an alternate format that is accessible to you, with a final resolution of the complaint.

TLC will retain all written complaints and responses for at least three years.