

Need to File a Complaint?

Please fill out the information below and mail this panel to our office.

Contact information:

Name: _____

Phone: _____

Email: _____

Complaint:

Against whom is the complaint being filed (company or individual's name):

When did this occur? ____/____/____

Please give a description of the incompliance:

An investigator will be in touch soon!



Lexington-Fayette Urban County
Human Rights Commission

342 Waller Ave., Ste. 1A
Lexington, KY 40504

Ph: (859) 252-4931
Fax: (859) 252-7057
E-mail: lfuchrc@qx.net
Website: www.lfuchrc.org



What does ADA compliance include?

- ◆ **Accessible path and entrances:** ramps, handrails, doorways, handles
- ◆ **Parking:** designated spaces, van accessibility, signage
- ◆ **Elevator dimensions and controls:** control height, signage, audible signals, spacing, door operation
- ◆ **Signage:** raised lettering, height, braille
- ◆ **Seating requirements**
- ◆ **Aisle sizes**
- ◆ **Sale/services counter sizes**
- ◆ **Food service line sizes**
- ◆ **Public restroom dimensions**
- ◆ **Service animals rules and regulations**



What guaranteed access means:

- ◆ **Access means eligibility.** A person with a disability cannot be deemed ineligible for a service or accommodation because of a disability.
- ◆ **Access means providing meaningful participation.** A person with a communication impairment (such as limited hearing, seeing, or speaking abilities) must be furnished with an auxiliary aid if needed to provide meaningful participation by and interaction with an individual.
- ◆ **Access means physical access.** Physical access to an accommodation or a service will often require removal of “structural barriers.” Structural barriers are obstacles that impede access for individuals with disabilities to services and accommodations and can include, for example, manually operated doors that are difficult to open, narrow doorways, stairs without ramps or lifts, sidewalks without curb cuts, and other obstacles to physical access.

What should I do if I want to file a complaint about an ADA incompliance?

If you believe a business is not ADA compliant, you should contact the Lexington-Fayette Urban County Human Rights Commission to file a complaint. Complaints can be anonymously, but we will need as much information as possible to proceed.

