What is the purpose of this information?

The purpose of this pamphlet is to convey NASA procedures regarding complaints of discrimination filed pursuant to section 508 of the Rehabilitation Act of 1973, as amended.[1]

What does the law require?

Section 508 requires all Federal agencies to make electronic and information technology developed, procured, maintained, or used by the agencies accessible to Federal employees and members of the public with disabilities, unless to do so would impose an undue burden. Section 508 covers all types of electronic and information technology in the Federal sector. Section 508 does allow for some exceptions, such as for national security systems.

Federal agencies must be in compliance with standards issued by the Architectural and Transportation Barriers Compliance Board ("Access Board"). The Access Board issued these standards on December 21, 2000. The standards became effective on June 21, 2001, the date for agency compliance.[2]

Who may file a complaint under the law?

The law authorizes individuals with disabilities to file complaints with any agency alleged to be in noncompliance with section 508 with respect to electronic and information technology procured on or after June 21, 2001.

[1] Section 508 of the Rehabilitation Act Amendments of 1998, enacted as title IV of the Workforce Investment Act of 1998, Pub. L. No. 105-220, 112 Stat. 936, 1203 (Aug. 7, 1998), codified at 29 U.S.C. § 794d.

[2] 65 FR 80500 (December 21, 2000) (codified at 36 CFR Part 1194).

To whom do the law's requirements apply?

Section 508 applies to all Federal departments and agencies. Section 508 does not apply directly to the private sector, nor does it impose requirements on recipients of Federal financial assistance.

Who is covered under the law?

Section 508 covers individuals with disabilities who are Federal employees or applicants for Federal employment. The law also covers members of the public seeking information or services from any Federal department or agency.

How will NASA process section 508 complaints from NASA employees or applicants for employment?

Section 508 complaints from NASA employees or from applicants for employment with NASA will be processed pursuant to U.S. Equal Employment Opportunity Commission regulations at 29 CFR Part 1614.

How will NASA process section 508 complaints from members of the public?

Members of the public who contact NASA directly to file a complaint related to section 508 must provide the following information:

- Complainant's name, address, and contact information;
- The basis of the complaint;
- A detailed description of the alleged conduct sufficient to perform an investigation of the complaint, including dates, the identification of the allegedly injured party, and the person or institution alleged to have discriminated; and
- The complainant's signature or the signature of someone authorized to sign on the complainant's behalf.

Section 508 complaints from members of the public shall have the date documented on the complaint and shall be forwarded to Office of Diversity and Equal Opportunity (ODEO) for processing within five days of complaint receipt. Complaints shall be forwarded to: NASA Headquarters, Office of Diversity and Equal Opportunity, 300 E St. SW, Suite 4W31, Washington, DC 20546.

What forms of relief are available to complainants under the law?

Injunctive relief and attorneys' fees (but not compensatory or punitive damages) are available if the complainant prevails in an action against the Agency. In addition, individuals with disabilities may file civil actions in U.S. District Court alleging noncompliance with section 508.

Where To Send Your Complaint

You may send a discrimination complaint letter to the NASA Agency Diversity and EO Office at:

National Aeronautics and Space Administration (NASA) Headquarters
Office of Diversity and Equal Opportunity
300 E St., SW
Suite 4W39
Washington, DC 20546
202-358-2167
TDD: 202-358-3748
Fax: 202-358-3336
Complaints Hotline: 866-654-1440
E-mail: ***Section508Complaint@NASA.gov***

You also may send a discrimination complaint letter to any of the following NASA Component Facilities:

NASA Ames Research Center
Office of Diversity and Equal Opportunity
Mail Code 19-5
Moffett Field, CA 94035-1000
650-604-6510

NASA Dryden Flight Research Center
Office of Diversity and Equal Opportunity
Mail Code D-1023
P.O. Box 273
Edwards, CA 93523-0273
621-276-3033

NASA Glenn Research Center
Office of Equal Opportunity Programs
Mail Stop 500-311
21000 Brookpark Rd.
Cleveland, OH 44135
216-433-2323

NASA Goddard Space Flight Center
Office of Equal Opportunity Programs
Mail Code 120
Greenbelt Rd.
Greenbelt, MD 20771-0001
301-286-7348

NASA Headquarters
Office of Equal Opportunity and Diversity Management
300 E St., SW
Suite 4F39
Washington, DC 20546-0001
202-358-1098

NASA Jet Propulsion Laboratory
Employee Relations Office
Mail Code T1720-D
4800 Oak Grove Drive
Pasadena, CA 91109
818-354-5789

NASA Johnson Space Center
Office of Equal Opportunity and Diversity
Mail Code AJ
Houston, TX 77058-3696
281-483-1098

NASA Kennedy Space Center
Office of Diversity and Equal Opportunity
Mail Stop AJ
Kennedy Space Center, FL 32899
321-867-9175

NASA Langley Research Center
Office of Equal Opportunity Programs
Mail Code 378
Hampton, VA 23681
757-864-3290

NASA Marshall Space Flight Center
Equal Opportunity Office
Mail Code CE01
Marshall Space Flight Center, AL 35812
256-544-2411

NASA Stennis Space Center
Office of Equal Opportunity
Mail Code AA00
Stennis Space Center, MS 39529
228-688-2079

NASA Wallops Flight facility
Equal Opportunity Programs Office
Mail Stop 120
Wallops Island, VA 23337
757-824-1412

Obtaining Further Information on Section 508

For further information and more detailed guidance, you may go to ***http://www.section508.gov***

National Aeronautics and Space Administration

Comparable Access for Individuals with Disabilities to NASA Information and Electronic Technology:

Section 508 of the Rehabilitation Act of 1973

technology

Office of Diversity and Equal Opportunity

www.nasa.gov