

When an Accommodation Request is Denied

1. Request a Written Explanation

Immediately ask the entity (employer, government agency, or business) to provide the specific reason for the denial in writing.

- **Title I (Employment):** They may claim "undue hardship" or state they need more medical information.
- **Title II (State/Local Gov):** They may claim a "fundamental alteration" to their program or a safety risk.
- **Title III (Public Business):** They may claim the request is not "readily achievable" or poses a direct threat.

2. Re-Engage in the "Interactive Process"

Under the ADA, a denial is not necessarily the final step. You have the right to propose alternative solutions that might meet your needs without causing the entity an undue burden.

- **Negotiate:** Use the written reason for denial to suggest a different accommodation that accomplishes the same goal.
- **Provide More Info:** If they cited "insufficient documentation," submit a more detailed letter from your healthcare provider.

3. Internal Appeals & Grievances

Before filing a federal complaint, look for internal resolution paths:

- **Title I:** Contact your HR department or use a formal internal appeal process if one exists.
- **Title II:** State and local governments with 50+ employees must have an **ADA Coordinator** and a formal grievance procedure. Contact them directly to appeal the decision.
- **Title III:** Escalate the issue to the corporate office or senior management.

4. File a Formal Complaint

If internal resolution fails, you can file a complaint with the federal agency that enforces that specific Title:

| ADA Title | Entity Type | Enforcement Agency | Contact Info |
|-----------|---------------------------|--------------------|---|
| Title I | Employers (15+ employees) | EEOC | EEOC Public Portal 1-800-669-4000 |
| Title II | State & Local Government | DOJ or DOT | CivilRights.justice.gov 1-800-514-0301 |
| Title III | Public Businesses | DOJ | ADA.gov Complaint Form 1-800-514-0301 |

Deadlines: Most Title I and Title II complaints must be filed within **180 days** of the denial.

5. Additional Resources

- [Job Accommodation Network \(JAN\)](#): Free expert guidance on navigating workplace accommodation denials.
- [ADA National Network](#): Provides technical assistance for all three Titles at 1-800-949-4232.
- **Protection & Advocacy (P&A) Systems**: Every state has a federally mandated agency that provides free legal advocacy for people with disabilities

In 2026, if an Americans with Disabilities Act (ADA) accommodation or modification request is denied, you have specific legal recourses regardless of whether the denial occurred in employment, government services, or public businesses.

Recourse for Denial Under ADA Titles I, II, and III

| Step | Action to Take | Purpose |
|-------------|---------------------------------|--|
| 1 | Request a Written Reason | Ask the entity to document exactly why the request was denied (e.g., "undue hardship," "fundamental alteration," or "insufficient medical data"). |
| 2 | Re-engage Interaction | Propose alternative accommodations. Use the written denial to narrow down a solution that meets your needs without the burden they cited. |
| 3 | Internal Appeal | <p>Title I: Contact HR or your union.</p> <p>Title II: Contact the mandatory ADA Coordinator for the state/local agency.</p> <p>Title III: Contact the business owner or corporate headquarters.</p> |
| 4 | File a Complaint | Submit a formal charge to the appropriate federal enforcement agency (see table below). |
| 5 | Private Lawsuit | File in state or federal court. Note: Title I requires an EEOC "Right to Sue" letter first; Titles II and III do not. |

Enforcement Agencies and Contact Information

| Title & Sector | Enforcement Agency | Online Complaint Portal | Phone Contact |
|--------------------------------------|---------------------------|--|----------------------|
| Title I (Employment) | EEOC | EEOC Public Portal | 1-800-669-4000 |
| Title II (State/Local Gov) | DOJ | CivilRights.justice.gov | 1-800-514-0301 |
| Title III (Public Businesses) | DOJ | ADA.gov Complaint Form | 1-800-514-0301 |
| Public Transit (II & III) | DOT/FTA | FTA Civil Rights Form | 1-888-446-4511 |

Immediate Support Resources

- [ADA National Network](#): Call 1-800-949-4232 for free technical guidance on your specific situation.
- [Job Accommodation Network \(JAN\)](#): Offers expert consultation to help negotiate workplace accommodation denials.
- **Protection & Advocacy (P&A) Systems**: Every state has a federally funded agency that provides free legal advocacy for disabled individuals. Find yours via the NDRN Directory