

Other Resources.

1. Filing a complaint with the Department of Justice.
http://www.ada.gov/filing_complaint.htm
If you are deaf and cannot communicate in English, call up the Department of Justice ADA Information Line at 1-800-514-0301 to schedule an appointment for them to take the complaint by phone. If you file a complaint, the complaint may also be referred to the [Key Bridge ADA mediation program](#), which will give you an opportunity to resolve the case without substantial delay.
2. If the office has over 15 employees or a hospital, you can complain to the Department of Health and Human Services at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
If you are deaf and cannot communicate in English, call up the Department of Health and Human Services, at 1-800-368-1019, to schedule an appointment for them to take the complaint by phone
3. For information on the standards when Video Remote Interpreters are effective, see the following:
 - a. [National Association of the Deaf position paper on Video Remote Interpreting](#)
 - b. [National Association of the Deaf position paper on VRI in hospitals](#)
 - c. [Registry of Interpreters for the Deaf Position Paper on Video Remote Interpreting](#)