

Online Accessibility Issue Complaint Form

Please complete the fields below. Items marked with asterisks (*) are required.

Important: Please do not click your back button during this process.

Building or Facility Name *	
Street Address (or PO Box) *	
Building / Floor / Suite	
City *	
State	
ZIP / Postal Code *	

Accessibility Issue Description	Accessibility Category
Your issues in the fields below.	Please select issue from the menus below.
If you provide us with your contact information, we can update you on the status of your complaint and contact you if we have questions.	

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If provided, we will keep your contact information confidential, unless you provide written permission.	
First Name	
Last Name	
Organization	(if applicable)
Organization Title	(if applicable)
Street Address	
ZIP / Postal Code	
Preferred Phone	ext
Alternate Phone	ext
Email	
Re-enter Email	
Preferred Contact Method	

I give SCE my permission to share my contact information.

I DO NOT give SCE my permission to share my contact information.

Submitting the Accessibility Form:

1. Please download and save the form from your Internet browser.
2. Complete the form. Please include the name and address of the building or facility and a brief description of each accessibility issue you wish to report. You are not required to provide your name or contact information.
3. Attach your form to your email. If you have photos or other supporting documents, please also attach them to your email.
4. Email your complaint to the ADA Accessibility Coordinator at nam.le@sce.com.

Complaints cannot be reported by phone, but if you are unable to file online or by email due to a disability, call 1-800-655-4555 or our TTY at 1-800-352-8580.

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Investigation Process

Period after received

1. Our Accessibility Coordinator will review your form and may reach out to the contact person for additional information or clarification.
2. The Accessibility Coordinator will enter the case into the ADA Access Deficiency Complaint Tracking Log.
3. The Accessibility Coordinator will confirm whether the reported facility is owned by SCE or a business partner, such as an Authorized Payment Agency.
4. If the facility is SCE owned, the Accessibility Coordinator will visit the site for verification.
5. If the facility is owned by an SCE business partner, the Accessibility Coordinator will work with other departments to determine whether the business partnership is still active.
6. Within two weeks, the Accessibility Coordinator will send a formal acknowledgment letter to the contact person to confirm their contact information. The letter will contain the description of the issue, the investigation process, any applicable federal or state laws, and the Accessibility Coordinator or assigned CASP's contact information.
7. If the facility does not meet the applicable accessibility standards, then the Accessibility Coordinator will work with Corporate Real Property representative to develop a plan to assign the facility into compliance.
8. If necessary, the Accessibility Coordinator will bring in a third-party Certified Accessibility Specialist Professional (CASP) to verify the alleged complaint against applicable accessibility standards.
9. If the facility does not meet applicable accessibility standards, the Accessibility Coordinator will work with Corporate Real Estate on a plan to bring the facility to compliance.
10. If remedial construction requires time and budget, once confirmed, a projected completion time will be logged and communicated to the contact person.
11. The Accessibility Coordinator will continually monitor the case and provide periodic updates to the contact person until the issue is addressed.
12. In the event an issue cannot be resolved, the Accessibility Coordinator and an assigned attorney will begin legal proceedings in an effort to resolve the issue.

The first step of an investigation is to determine whether the facility of a complaint is covered by the law. If so, the next step is to determine the applicable accessibility standard and to verify whether the facility meets it. If the facility does not meet the applicable standard, then the Disability Right Compliance Leader works with the responsible entities to develop a plan to bring the facility into compliance. Cases typically remain open until issues are resolved. If the facility is not subject to the ADA, or if it meets the appropriate accessibility standard, the Disability Rights Compliance Leader will advise the complainant of the findings. Not all facilities are covered under the ADA, but may be covered by other laws. In this case, the Disability Rights Compliance Leader will refer the complainant to the appropriate organization.