

Dear Sai:

Thank you for your April 11, 2013, email regarding the complaints you filed with the Transportation Security Administration (TSA) on January 26 and March 15, 2013. Although your email includes information related to both of your complaints, TSA is treating these complaints as separate matters, because the incidents took place on different dates and at different airports and contain separate allegations.

You indicate in your April 11, 2013, email that you may be willing to resolve your complaints through the informal resolution process, and you provide a list of actions that TSA could take in order to resolve your complaint. However, the informal resolution process is voluntary for both you and TSA. At this time, TSA declines to resolve your complaint informally and has initiated the formal resolution process for each complaint, in accordance with Department of Homeland Security (DHS) Regulations implementing Section 504 of the Rehabilitation Act of 1973 (Section 504), as amended.ⁱ

Regarding the requests made in your email, please note that the formal resolution process for civil rights complaints based on disability does not provide compensatory or punitive damages or reimburse legal fees.ⁱⁱ Therefore, you will need to file a claim with TSA's Claims Management Branch in order to seek the following:

1. Damages for the alleged intentional and negligent infliction of emotional distress by TSA employees.
2. Damages for the alleged violations of your civil rights by TSA employees.
3. Recovery of all legal costs and fees.
4. Replacement of two 1.5 liter ounce bottles of aloe juice.

You may file a claim with TSA's Claims Management Branch at: tsaclaimsoffice@dhs.gov. Please visit <http://www.tsa.gov/travelers/customer/claims/index.shtm> for more information on how to file a claim. Any claim you file will be treated separately from your civil rights complaint.

You will receive further correspondence from TSA when we conclude the formal resolution process.

Thank you.

Transportation Security Administration

ⁱ "Enforcement of Non-discrimination on the Basis of Disability in Programs or Activities Conducted by the Department of Homeland Security," 6 C.F.R. Part 15.

ⁱⁱ See Lane v. Peña, 518 U.S. 187, 200 (1996).