

TSA CONTACT CENTER RECORD

EID: 1027822
Contact Date: 7/6/2013 4:58:00 PM
Incident Date: 7/6/2013 7:00:00 AM
Medium: Inbound Call

Contact Type: ODPO
Contact Status: Closed
Linked Event IDs:

Passenger Contact Information:

Contact Prefix:	Contact Address 1:
Contact First Name: (b)(6)	Contact Address 2:
Contact Middle Initial:	Contact City:
Contact Last Name: (b)(6)	Contact State:
Contact Suffix:	Contact Zip:
Contact Phone: (b)(6)	Contact Country:
Contact Email: (b)(6)	Contact Fax:

Passenger Inquiry:

Subject: Discrimination Complaint

Disability Description: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (8 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
- Be signed by the complainant or someone authorized to sign on behalf of the complainant.

In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.

To file a complaint electronically, please send an e-mail to: TSA-CRL@tsa.dhs.gov and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

John S. Pistoia
Administrator
Transportation Security Administration
601 South 12th Street, TSA-1
Arlington, VA 20598

Later advised the caller that the John S Pistoia address was the improper address.

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TCC Response:

From: (TSA Contact Center DO NOT REPLY) teatcc_do_not_reply@senture.com

To: (b)(6)

Subject: In Response to your inquiry.

Thank you for contacting TSA with your concerns regarding travelers with disabilities and medical conditions. Specifically, you were interested in filing a civil rights complaint because you believe that you, or someone you know, were discriminated against by TSA on the basis of his or her disability or medical condition.

For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (6 C.F.R. §15.3(b) and §15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
- Be in writing;
- Include the name and address of the complainant;
- Include the date of the alleged act of discrimination;
- Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
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To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing. If you prefer to file a complaint via postal mail, please send it to

Transportation Security Administration
Disability Branch
Disability and Multicultural Division
801 South 12th Street
TSA-33
Arlington, VA 20998

Thank you.

TSA Cares

Notes/Follow Up:

Agent Notes:

I am referring to TSA Cares as a ORANGE due to an allegation concerning disparate treatment or failure to accommodate the passenger's needs at the checkpoint. Also sending to the CSM at ORD as an FYI.

(b)(6) TCC Supervisor. 7 8 13

Follow Up:

ODPO Follow Up:

Record Data:

Response 1

**Template Name: Filing a Disability-Related Civil Rights Complaint -- Airport: O'Hare International Airport[ORD]
D-RFI (PHONE)**

Airline: United Airlines

Subject Category: Persons w/ Disabilities (PWD) - Breast Cancer

Interaction Type: Complaint

Referral: ODPO

To TSOC Date:

From TSOC Date:

Last Updated By: john.p.smith

Last Update Date: 7/6/2013 6:13:26 PM

Opening Agent: shawn.boroviak

Opened Date: 7/6/2013 4:58:43 PM

Fulfillment Sent:

Mail Return Date:

End Record