



American Diabetes Association
1701 North Beauregard Street
Alexandria, VA 22311
1-800-DIABETES (800-342-2383)

What Can I Do If I Have Problems?

If you have an immediate problem while being screened, you should ask for a supervisor. If the supervisor is not able to resolve the situation, you should ask for the TSA's Customer Service Manager for that airport. You can also call the TSA Contact Center at 1-866-289-9673.

After your trip concludes, you may also want to make a complaint. If you believe you have been subject to unfair treatment because of your diabetes, please call us at 1-800-DIABETES to find out how you can speak with a legal advocate. Complaints about discriminatory treatment by TSA personnel can be directed to TSA's Disability and Multicultural Division.

You should email your complaint to at the Disability and Multicultural Division at TSA.ODPO@tsa.dhs.gov.

TSA also accepts complaints by mail, although there may be a delay of 4 weeks because of security:

Transportation Security Administration
Disability and Multicultural Division
601 S. 12th Street
Arlington, VA 20598

If you think you have experienced discriminatory treatment by air carrier personnel (pilots, flight attendants, gate agents or check-in counter personnel), you should contact your air carrier and you may make a complaint with the Department of Transportation's Aviation Consumer Protection Division (ACPD). You may also call the ACPD at 1-202-366-2220. More information on where travelers may file complaints for travel service problems is available here.

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Articles from *Diabetes Forecast*®
magazine: (<http://www.diabetesforecast.org>)

(<http://www.diabetes.org/in-my-community/become-a-member/?loc=articles>)



[More States Pass Safe at School Laws \(http://www.diabetesforecast.org/2016/jul-aug/safe-at-school-plans.html?loc=morefrom\)](http://www.diabetesforecast.org/2016/jul-aug/safe-at-school-plans.html?loc=morefrom)

[Back-to-School Checklist \(http://www.diabetesforecast.org/2016/jul-aug/back-to-school-checklist.html?loc=morefrom\)](http://www.diabetesforecast.org/2016/jul-aug/back-to-school-checklist.html?loc=morefrom)

[Day at a Glance: Diabetes Camp \(http://www.diabetesforecast.org/2016/may-jun/a-day-in-the-life-of-diabetes.html?loc=morefrom\)](http://www.diabetesforecast.org/2016/may-jun/a-day-in-the-life-of-diabetes.html?loc=morefrom)

[Care at Camp \(http://www.diabetesforecast.org/2016/may-jun/care-at-camp.html?loc=morefrom\)](http://www.diabetesforecast.org/2016/may-jun/care-at-camp.html?loc=morefrom)

[From Camper to Camp Doc \(http://www.diabetesforecast.org/2016/may-jun/camper-for-life.html?loc=morefrom\)](http://www.diabetesforecast.org/2016/may-jun/camper-for-life.html?loc=morefrom)



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