

The Aviation Authority Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Orlando International Airport.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Yovannie Rodriguez, Chief Administrative Officer
Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, Florida 32827
Telephone: (407) 825-7105
ADA_coordinator@goaa.org**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or an appropriate designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or an appropriate designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio. The response will explain the position of the Aviation Authority and offer options for substantive resolution of the complaint.

If the proposed resolution does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief Executive Officer or an appropriate designee.

Within 15 calendar days after receipt of the appeal or as soon as reasonably practical, the Chief Executive Officer or an appropriate designee will meet with the complainant to discuss the complaint and possible resolutions. The Chief Executive Officer or an appropriate designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or an appropriate designee, appeals to the Chief Executive Officer or an appropriate designee, and responses from these two offices will be retained by the Aviation Authority for at least three years.

When Tenant / Service Providers are implicated in a complaint, the following will take place:

If the ADA Coordinator finds that an alleged violation involves a tenant or service provider's service, activity, program, benefit, or facility, the ADA Coordinator will notify the appropriate representative of the tenant or service provider, and appropriate Airport department(s) overseeing operations and/or contractual obligations, of the complaint. The ADA Coordinator will notify the customer that the matter is being investigated by the tenant or service provider, and will provide the customer with the name, address and telephone number of the tenant or service provider's representative.

The ADA Coordinator will request that the tenant or service provider investigate the allegation set forth in the complaint and coordinate the investigation results and resolution with the ADA Coordinator. The ADA Coordinator will coordinate the transmittal of the response with the tenant or service provider and inform appropriate Aviation Authority department(s) overseeing operations and/or contractual obligations of the investigation and resolution.