

Metropolitan Washington Airports Authority

Grievance Procedure Under the Americans with Disabilities Act of 1990

Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Metropolitan Washington Airports Authority (Airports Authority) to provide access to all public facilities, programs and services associated with its operation of Ronald Reagan Washington National Airport (Reagan National) and Washington Dulles International Airport (Dulles) to all persons with disabilities.

The Airports Authority's ADA Coordinator is responsible for administering the Airports Authority's overall compliance program, and is designated, in accordance with the federal regulation under the ADA, to coordinate the Airports Authority's efforts to comply with and carry out its responsibilities on the basis of disability, including investigation of any complaint communicated to the Airports Authority, alleging the denial of access to an Airports Authority service or program, based on disability.

The Airports Authority's ADA Coordinator

The Airports Authority's ADA Coordinator is familiar with federal, state and local government regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities and has extensive experience with a broad range of disabilities. The ADA Coordinator has knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate and participate in programs, activities and services available at Reagan National and Dulles Airports. The ADA Coordinator has the ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups and has the skills and training necessary to negotiate and mediate on behalf of anyone who submits a grievance.

The Grievance Procedure

A grievance alleging denial of access to an Airports Authority program or service based on disability should be documented in writing on the attached ADA Title II Grievance Form (Form) and forwarded to the ADA Coordinator, pursuant to the contact information provided on the Form. The Form must contain the name, address, e-mail address, and phone number of the grievant. The Form should include as much information as possible regarding the alleged denial of access including date, time, location, and a clear description of the denial of access. The complaint must be received by the ADA Coordinator no later than 30 days following the alleged incident. The Form must be completed and signed by the grievant or her/his authorized representative. Upon receipt of a grievance, the ADA Coordinator will review the completed Form within ten work days. If the Form requires additional information, the ADA Coordinator will contact the complainant and return the Form for completion.

Once the completed Form has been received, the ADA Coordinator will work with the Airports Authority (and its tenants, contractors and concessionaires, if necessary) to identify and implement a mutually agreed upon resolution within 15 business days of receipt of the completed Form.

If further investigation is necessary, the ADA Coordinator will issue a "Notice of Continued Investigation" not later than 15 work days after receiving the completed Form. As may be reasonably necessary, the ADA Coordinator will make available audio tape or other recordings, radio announcements, large print notice, Braille notice, use of a qualified sign language interpreter at meetings, open or closed-captioned public service announcements on television, ASCII, HTML, or word processing format on a computer diskette or CD, HTML format on an accessible website and advertisements in publications with large print versions.

It is the Airports Authority's policy to encourage an informal resolution of all complaints and grievances. If a mutually agreed upon informal resolution cannot be achieved, the ADA Coordinator will respond, in writing, with a decision within 60 business days of the receipt of the completed Form. The filing of a grievance does not prevent an individual from filing a complaint with the U.S. Department of Justice, ADA Enforcement Division or with the Federal Aviation Administration, Office of Civil Rights.

Not later than 30 days from receipt of the ADA Coordinator's decision, the grievant or authorized representative may appeal that decision in writing to John Potter, President and Chief Executive Officer, Metropolitan Washington Airports Authority, 1 Aviation Circle, Washington, D.C. 20001-6000. Within 30 days of receipt of this appeal, the President and Chief Executive Officer or his designee will meet with the grievant to discuss the grievance and possible resolution and within 30 days of that meeting, will submit the Airports Authority's final decision to the grievant.

All written and/or recorded communications will remain on file in the Office of General Counsel at the Airports Authority for a period of three years from the date of the ADA Coordinator's decision or the date of the President's decision, whichever is later.

The ADA Coordinator shall publish the Airports Authority's Grievance Procedure together with the ADA Coordinator's name, office address, telephone number and email for Airports Authority personnel, interested members of the public, individuals with disabilities and organizations representing individuals with disabilities.

The Airports Authority's ADA Coordinator is Bruce P. Heppen who may be reached by email at bruce.heppen@mwaa.com or by phone at (703) 417-8983 or 417-8615. Please send all grievances to Bruce P. Heppen, Office of General Counsel, MWAA, 1 Aviation Circle, Washington, D.C. 20001-6000.

METROPOLITAN WASHINGTON
AIRPORTS AUTHORITY

Americans with Disabilities Grievance Form

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, the Metropolitan Washington Airports Authority provides access to all programs and services associated with its operation of Ronald Reagan Washington National Airport and Washington Dulles International Airport and to all persons with disabilities. Please use this form to file a grievance if you believe that you were denied access to an Airports Authority program or service based on disability. You may submit your grievance to Bruce P. Heppen, ADA Coordinator, Office of General Counsel, MWAA, 1 Aviation Circle, Washington, D.C., 20001-6000, or to bruce.heppen@mwaa.com or by calling (703) 417-8983 or 417-8615.

Grievant Name			
Address	City	State	Zip Code
Home Phone with area code () -	Business or Cell Phone with area code () -		
E-mail address			

Description of Alleged Violation and Requested Remedy – Please include date, time, location and specific information. Please use additional sheets of paper if necessary.

Please advise if this grievance has been filed with the U.S. Department of Justice, another government agency or court, and if so, please provide contact information of that agency and date when the grievance was filed. Thank you.

Signature

Date