

# Louisville Regional Airport Authority

## Grievance Procedure under the **Americans with Disabilities Act (ADA)**

The Americans with Disabilities Act (ADA) protects individuals from discrimination on the basis of disability in the services, activities, programs, benefits, and/or facilities of the Louisville Muhammad Ali International Airport (hereinafter “The Airport”). As the operator of the Airport, the Louisville Regional Airport Authority (“the Authority”) establishes this Grievance Procedure to meet the requirements of the ADA, and to provide a process to ensure service to all customers using Airport facilities. It may be used by anyone to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, benefits, or facilities of the Airport, as well as for tenants, or service providers. The complaint should be in writing and contain information about the alleged discrimination, including name, address, and phone number of Complainant, date, and description of the incident giving rise to the complaint.

To file your grievance, use the **Authority’s ADA Grievance Form**. An alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities, upon request. A separate ADA Complaint Form should be filed for each alleged act of discrimination. The complaint should be submitted by the Complainant, or his/her designee, as soon as possible but no later than sixty (60) days after the alleged violation to:

Brenda D. Perry  
Sr. VP, Chief Legal and Administrative Officer  
ADA Coordinator  
Louisville Muhammad Ali International Airport  
700 Administration Drive  
Louisville, KY 40209  
Phone: 502-363-8513 Fax at 502-368-2502  
Email: [Brenda.Perry@flylouisville.com](mailto:Brenda.Perry@flylouisville.com)

Within seven (7) calendar days of receipt of the complaint, a letter acknowledging receipt of the complaint will be transmitted to the Complainant by the ADA Coordinator. The ADA Coordinator will work with appropriate Airport Authority personnel to investigate the complaint for resolution. Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact or meet with the Complainant to discuss the complaint and the possible resolution.

NOTE: If the Complainant needs access assistance, such as a sign language interpreter, or needs alternate means to file a complaint, such as a personal interview or by tape recording, please contact the office of Authority’s ADA Coordinator at (502) 363-8513 or at [Brenda.Perry@flylouisville.com](mailto:Brenda.Perry@flylouisville.com). The coordinator will work to make arrangements to accommodate such a request.

### Tenant and Service Providers:

If the Authority's 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 of the complaint. The ADA Coordinator will notify the Complainant that the matter is being investigated by the tenant or service provider, and will provide the Complainant with the name, address and telephone number of the tenant or service provider representative. The Authority's 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 Airport Authority's ADA Coordinator. The ADA Coordinator will coordinate the transmittal of the response with the tenant or service provider. The ADA Coordinator will inform any appropriate Airport Authority's Departments of the investigation and resolution.

### Resolution of Complaint:

The ADA Coordinator or designee will attempt to resolve complaints within thirty (30) calendar days unless the factual investigation or complexity of the complaint necessitates additional resolution time. Unless additional time is required, within fifteen (15) calendar days after communicating with the Complainant, the ADA Coordinator shall notify the Complainant in writing or, when requested, in an alternate format, of the results of the investigation and options for substantive resolution of the complaint. The response will generally contain the following information:

- A description of the complaint
- A summary of the facts
- An explanation of the Airport Authority's position
- A summary of the resolution option(s)
- The timeframe for resolving the complaint, if applicable.

If the complaint is not resolved to the Complainant's satisfaction, Complainant may request a further review of the complaint with the designated reconsideration official, the Authority's Sr. Vice President and Chief Experience Officer. Complainant must file this request for reconsideration in writing, within fifteen (15) calendar days after receipt of the response from the ADA Coordinator. Complainant must send a copy of the original complaint, the ADA Coordinator's response, and a description of the Complainant's concerns or objections to:

Chief Experience Officer Darrell Watson 700 Administration Drive, Louisville KY 40209.

Within fifteen (15) calendar days after receipt of the appeal, Chief Experience Officer or his/her designee, will contact or meet with the Complainant to discuss the complaint and the possible resolution. Within fifteen (15) days of communicating with the Complainant, Chief Experience Officer, or his/her designee will respond in writing and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint. Complaints shall be maintained for one year and summary complaint records shall be maintained for five (5) years.