

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT – AIRPORT PROGRAMS OR SERVICES

This Grievance Procedure is established to resolve, in a prompt and fair manner, complaints of disability discrimination arising under Title II of the Americans with Disabilities Act of 1990 (ADA), and the Washington Law Against Discrimination (RCW 49.60 et seq.), or other similar local, state, and federal laws.

The complaint should be in writing and contain information about the alleged discrimination. The written complaint needs to be submitted as soon as possible, but no later than 60 calendar days after the alleged violation.

In order to assist Spokane International Airport in obtaining the necessary information for your complaint, please follow these steps:

1. Complete Spokane International Airport's ADA Complaint Grievance form
2. Sign and date the form
3. Submit the form and any attachments to:

Lisa Corcoran, Chief Development Officer
ADA Compliance Officer
9000 W. Airport Drive, Suite #204
Spokane, WA 99224
Email: lcorcoran@spokaneairport.net

Within 15 calendar days after receipt of the complaint, the Airport's ADA Compliance Officer will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the Compliance Officer will respond in writing to the complainant. The response will explain the position of the Compliance Officer and may offer options for substantive resolution of the complaint. The complainant may appeal the decision within 15 calendar days after receipt of the response to the Airport Chief Executive Officer.

Should the complainant not be satisfied with the Airport Chief Executive Officer's response, the complainant shall be advised of their right to file an ADA complaint with the U.S. Department of Justice Civil Rights Division.

U.S. Department of Justice
950 Pennsylvania Avenue
NW Civil Rights Division
Disability Rights Section 1425
NYAV Washington, DC 20530
FAX: (202) 307-1197
Online: www.ada.gov.

Medical or other health information submitted or requested will remain confidential and retained by the Compliance Officer along with a copy of the accommodation request, Airport Chief Executive Officer's decision, and any grievance filed and the decision pursuant to Washington State Local Government Records Retention Schedule (GS50-04C-01).