

## **Springfield-Branson National Airport ADA & Sec. 504 Grievance Procedure**

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of Springfield-Branson National Airport (the Airport) to provide access to all public facilities, programs and services associated with its operations to all persons with disabilities. As such, the Airport has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act.

**Complaints should be addressed to: Springfield-Branson National Airport, ADA Coordinator: Joy Latimer, 2300 N. Airport Blvd, Suite 100, Springfield, MO 65807. Phone: (417) 868-0500. Email: [jlatimer@flvspringfield.com](mailto:jlatimer@flvspringfield.com).**

1. A complaint shall be filed in writing and shall contain the name, address, email address and phone number of the grievant. The complaint 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. of the person filing it together with a brief description of the violation(s) alleged.
2. A complaint should be filed no later than 30 days of the alleged violation. Upon receipt of a grievance, the ADA Coordinator will review it within 10 business days. If additional information is required, the ADA Coordinator will contact the complainant.
3. An investigation, when deemed appropriate, shall follow the filing of a complaint. The investigation shall be conducted by the ADA Coordinator or his/her designee. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator and a copy shall be forwarded to the complainant no later than 15 business days after its filing. In the event a complex issue arises that requires additional review, the response time may be extended beyond 15 business days.
5. The ADA Coordinator shall maintain the files and records of Springfield-Branson National Airport relating to the complaints filed.
6. The complainant may request reconsideration of their case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 30 days of the issuance of the ADA Coordinator's written resolution. Within 30 days the request, the Director of Aviation or his/her designee will meet with the grievant to discuss the grievance and possible resolution and, within 30 days of that meeting, will submit the Airport's final decision to the grievant.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Springfield-Branson National Airport complies with the ADA and implementing regulations.