

SAN DIEGO COUNTY REGIONAL AIRPORT AUTHORITY'S
ADA GRIEVANCE PROCEDURE

Policy Statement:

Pursuant to its Policy 8.10, it is the intent of the San Diego County Regional Airport Authority ("Authority") to provide access to San Diego International Airport ("SDIA") and the services associated with its operation to persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. Oversight of compliance activities is the responsibility of the ADA Compliance Officer and all inquiries concerning the Authority's efforts to make SDIA and the services associated with the operation of SDIA accessible to persons with disabilities should be directed to the ADA Compliance Officer, Public, Community & Customer Relations Department, 3225 North Harbor Drive, San Diego, California, 92101, (619) 400-2890.

The Authority has established, pursuant to Title II, Section 35.107 (b) of the ADA, the following formal grievance procedure ("Grievance Procedure") to be used by persons to allege a grievance or a violation of the ADA. Individuals are not required by federal regulations to use this Grievance Procedure, but may file complaints directly with the appropriate enforcement agency. Under the Authority's Grievance Procedure, anyone who wishes to file a complaint alleging a violation of the ADA or discrimination on the basis of disability in the provision of services, activities or programs has a right to file a written grievance. The filing of a grievance pursuant to the Grievance Procedure shall not constitute a claim pursuant to California Government Code Section 900, *et seq.* Claims must be filed separately with the Authority's Clerk.

Grievance Procedure:

Step 1: The grievance should be documented in writing on an ADA Title II Grievance Form (Attachment A). The Grievance Form should contain the name, address and phone number of the grievant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem. The Grievance Form shall be completed and signed by the grievant or his/her authorized representative. Upon request, the Authority will make available tape recorders and/or other assistance for persons with visual or motor impairments, and TDDs and/or Qualified Sign Language Interpreters for deaf or hearing impaired persons.

The Grievance Form should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged violation. Strict confidentiality of all information provided will be maintained to the extent permitted by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the grievance. Please be advised the Authority is obligated to comply with the California Public Records Act, California Government Code Section 6250, *et seq.*

Step 2: The ADA Compliance Officer will review the completed Grievance Form within fifteen (15) calendar days of receipt. The ADA Compliance Officer will attempt to discuss the issues with the grievant and the concerned department(s), and will attempt to resolve the grievance informally.

If the ADA Compliance Officer determines further investigation is warranted, he/she shall mail to the grievant a Notice of Continuing Investigation ("NCI") within fifteen (15) calendar days after receiving the completed Grievance Form. If appropriate, the ADA Compliance Officer may also arrange to meet with the grievant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Compliance Officer shall respond with his/her final response, in writing, within ninety (90) calendar days after the NCI is sent.

Step 3: If the ADA Compliance Officer's final response does not satisfactorily resolve the matter,

the grievant and/or authorized representative may appeal it, in writing, to the Authority's Vice President, Planning & Operations, 3225 North Harbor Drive, San Diego, California, 92138. Grievant shall file his/her appeal, including a detailed description of its bases, no later than 30 days after the date of the ADA Compliance Officer's final response. Within thirty (30) calendar days after receipt of the appeal, the Authority's Vice President, Planning & Operations or his/her designee (the "Appeal Officer") shall attempt to meet with the grievant to discuss the grievance and possible resolutions. Within sixty (60) calendar days after the filing of the appeal, the Appeal Officer shall respond, in writing, with a final resolution of the grievance.

The Authority's Department of Public, Community & Customer Relations will maintain the following materials for a period of three (3) years: (1) written grievances received by the ADA Compliance Officer; (2) final responses of the ADA Compliance Officer; (3) appeals to the Authority's Vice President, Planning & Operations; and (4) final resolutions by the Appeal Officer.

This Authority's ADA Policy Statement & Grievance Procedure is available on the Authority's website at www.san.org and is available in hard copy at the Airport information booths in Terminals 1 and 2. Upon request, it may also be made available in alternative formats by contacting the Public, Community & Customer Relations Department by calling (619) 400-2890.