



Houston Airports Grievance Procedure under the Americans with Disabilities Act (ADA)

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Houston Airports.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Anthony Brown
ADA Coordinator
Houston Airports
16930 John F. Kennedy Blvd
Houston, TX 77032
(281) 233-1859 or (281) 726-4792

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or an appropriate designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting the ADA Coordinator or an appropriate designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio. The response will explain the position of the Houston Airports and offer options for substantive resolution of the complaint.

If the response the ADA Coordinator or an appropriate designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal

the decision within 15 calendar days after receipt of the response to the Director of Aviation or an appropriate designee.

Within 15 calendar days after receipt of the appeal, the Director of Aviation or an appropriate designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of Aviation or an appropriate designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or an appropriate designee, appeals to the Director of Aviation or an appropriate designee, and responses from these two offices will be retained by the Houston Airports for at least three years.

When Tenant / Service Providers are implicated in a complaint, the following will take place:

If the Coordinator finds that an alleged violation involves a tenant or service provider's service, activity, program, benefit, or facility, the Coordinator will notify the appropriate representative of the tenant or service provider, and appropriate Airport department(s) overseeing operations and/or contractual obligations, of the complaint. The Coordinator will notify the customer that the matter is being investigated by the tenant or service provider, and will provide the customer with the name, address and telephone number of the tenant or service provider's representative.

The 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 Coordinator. The Coordinator will coordinate the transmittal of the response with the tenant or service provider and inform appropriate Airport department(s) overseeing operations and/or contractual obligations of the investigation and resolution.