



Michael J. Landguth, A.A.E.
President & CEO

1000 Trade Drive • P.O. Box 80001 • RDU Airport, NC 27623
tel: (919) 840-7700 • fax: (919) 840-0175 • www.rdu.com

Raleigh-Durham Airport Authority Grievance Process under the Americans with Disabilities Act

This Grievance Process 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 noncompliance or actions that may be in violation of the ADA in connection with the facilities, services, activities, or programs offered by the Raleigh-Durham Airport Authority. The Authority's Personnel Policy governs employment-related complaints of disability discrimination.

Step 1: Within sixty (60) days of the alleged violation, a complaint should be submitted in writing and should include:

- Name, address, and contact number of the person making the complaint.
- Names, addresses, and contact numbers of any witnesses.
- Description of the alleged noncompliance (including such information as the location, date, time, and any personnel involved).
If applicable, the complainant may suggest a proposed remedy.
- Upon request, the Authority will make available alternative means or other assistance to persons with disabilities as necessary for the filing of complaints.

The complaint should be submitted to the ADA Coordinator:

Carolyn Brock, ADA Coordinator
Raleigh-Durham Airport Authority
P.O. Box 80001
RDU Airport, NC 27623
Email: carolyn.brock@rd�.com
Telephone: 919-840-7700

NOTICE: Please be advised that the Raleigh-Durham Airport Authority is subject to North Carolina Open Records law and the sharing of this requested information will be done only as required by law or as needed to resolve the complaint.

Step 2: Within fifteen (15) calendar days after receipt of the complaint:

- The ADA Coordinator (or designee) will review the submitted complaint.
- The ADA Coordinator will attempt to discuss the issues with the person making the

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Nil Ghosh

WAKE COUNTY
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complaint and the involved Authority department(s) (and the Authority's tenants, contractors, and concessionaires, if necessary), and will attempt to resolve the complaint informally. The Authority encourages an informal resolution of all complaints and grievances.

Step 3: Within thirty (30) days after receipt of the complaint:

- The ADA Coordinator (or designee) will complete an investigation of the alleged violations and respond in writing with a response to the person who filed the complaint. Where appropriate, the written response will be in a format accessible to the person who filed the complaint. This response will explain the position of the Authority and offer options for substantive resolution of the complaint.

Step 4: Within thirty (30) days after the date of the ADA Coordinator's response:

- The person who filed the complaint may appeal the response, if it does not satisfactorily resolve the issue.
- The appeal must be submitted in writing, or where appropriate, in a format accessible to the person who filed the complaint and include a detailed description of the basis for the appeal and be sent to: Raleigh-Durham Airport Authority, Attention: President and CEO, 1000 Trade Drive, P.O. Box 80001, RDU Airport, NC 27623.

Step 5: Within thirty (30) days of receipt of the complainant's appeal:

- The President and CEO (or designee) shall attempt to meet or otherwise communicate with the complainant to discuss the appealed complaint and possible resolutions.

Step 6: Within fifteen (15) days after the meeting, discussion or other communication method with the complainant:

- The President and CEO (or designee) will respond in writing, and where appropriate, in a format accessible to the complainant, with the final resolution of the complaint.

All written complaints received by the ADA coordinator or designee, appeals to the President and CEO, and responses made on behalf of the Authority will be retained by the Authority for at least three (3) years. The filing of a grievance does not prevent a person from filing a complaint with the U.S. Department of Justice, ADA Enforcement Division, or with the Federal Aviation Administration, Office of Civil Rights, or with any other applicable government agency.

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