

**THE AVIATION AUTHORITY
AMERICANS WITH DISABILITIES ACT (ADA)
COMPLAINT PROCEDURE**

The Aviation Authority is committed to providing access to the Orlando International Airport (MCO) 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 and other applicable laws and regulations.

The Aviation Authority has established, pursuant to Title II of the ADA and section 504 of the Rehabilitation Act of 1973, the following complaint procedure to be used by persons who allege a complaint or a violation of the ADA. Individuals are not required by federal regulation to use this complaint procedure but may file complaints directly with an appropriate enforcement agency.

Anyone has the right to file a complaint alleging a violation of the ADA or discrimination because of a disability in the provision of services, activities or programs. Oversight of compliance activities is the responsibility of the Aviation Authority's ADA Coordinator and all inquiries, comments, or complaints concerning Aviation Authority's efforts to make MCO and the services associated with the operation of MCO accessible to persons with disabilities should be directed to the ADA Coordinator listed below:

**Tawana Allen
ADA Coordinator
Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, Florida 32827 Telephone:
(407)825-2116
ADA_Coordinator@goaa.org**

COMPLAINT PROCEDURE

Step 1: File a complaint with the Aviation Authority's ADA Coordinator listed above within 180 days of the alleged unlawful discrimination.

A complaint should include the following information: name, address, phone number of complainant; and as much information as possible regarding the complaint or alleged unlawful discrimination (location, date, a description of the alleged unlawful discrimination, parties involved, any witnesses); and suggested corrective action.

Step 2: The Aviation Authority's ADA Coordinator will review the complaint within fifteen (15) calendar days of receipt and will investigate the matter. The ADA Coordinator will attempt to discuss the issues with the complainant and the concerned Aviation Authority department(s) and will attempt to resolve the complaint informally.

If the ADA Coordinator determines further investigation is warranted, the ADA Coordinator may meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Coordinator shall respond with a final response, within forty-five (45) calendar days after the complaint has been received. When requested, the final response will be provided in a format accessible to the complainant.

Step 3: If the ADA Coordinator's final response does not satisfactorily resolve the matter, the complainant may appeal the response, in writing to the Chief Executive Officer, Greater Orlando Aviation Authority, Orlando International Airport, One Jeff Fuqua Boulevard, Orlando, FL 32827.

The complainant shall file the appeal, including a detailed description of its basis, not later than thirty (30) days after receipt of the ADA Coordinator's final response. The Aviation Authority's appeals officer will review the matter, may attempt to contact the complainant to discuss the matter, and shall respond, with a final resolution of the complaint, within forty-five (45) business days of the receipt of the appeal. The decision of the appeals officer shall constitute the final resolution of the matter.