

## **ADA COMPLAINT PROCEDURE**

### **Policy Statement**

The St. Louis Airport Authority is committed to ensuring accessibility for persons with disabilities at St. Louis Lambert International Airport in accordance with the Americans with Disabilities Act of 1990 (ADA). The Airport Authority's ADA Coordinator is responsible for overseeing compliance and all inquiries should be directed to the coordinator listed below.

Sandra Dressel  
St. Louis Lambert International Airport  
RE: ADA Complaint(s)  
P.O. Box 10212  
St. Louis, MO 63145  
(314) 426-8094  
(314) 426-8003 (fax)

In compliance with Title II of the ADA and Section 504 of the Rehabilitation Act of 1973, the St. Louis Airport Authority has established a complaint procedure for individuals who wish to file a complaint alleging a violation of the ADA or discrimination. This procedure is not required by federal regulations, as individuals may also choose to file their complaint directly with the relevant enforcement agency. Written complaints can be submitted by anyone alleging a violation of the ADA or discrimination based on disability, sex, or creed in the provision of services, activities, or programs.

Requests for reasonable accommodations can be made by calling the passenger's airline, if they pertain to air travel.

For a facility request, please contact the Airport ADA Coordinator to obtain further information.

## **Complaint Procedure**

Step 1: The complaint should be documented in writing on an ADA Title II Complaint Form (Attachment 'A'). The Complaint Form should contain the name, address and telephone number of the complainant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem. The Complaint Form should be completed and signed by the complainant or his/her authorized representative. Upon request, the Airport 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 the deaf or hearing impaired persons as necessary for filing a complaint.

The Complaint 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 required by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the complaint.

Step 2: The ADA Coordinator will review the completed Complaint Form within fifteen (15) calendar days of receipt. The ADA Coordinator will attempt to discuss the issues with the complainant and the concerned Airport Authority Department(s), and will attempt to resolve the complaint informally.

If the ADA Coordinator determines further investigation is warranted, he/she shall mail to the complainant a Notice of Continuing Investigation ("NCI") within fifteen (15) calendar days after receiving the completed Complaint Form. If appropriate, the ADA Coordinator may also arrange to meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Coordinator shall respond with his /her final response in writing, within forty-five (45) calendar days after the NCI is sent.

Step 3: If the ADA Coordinator's final response does not satisfactorily resolve the matter, the complainant and/or authorized representative may appeal it, in writing, to the Airport Authority Director of Airports, St. Louis Lambert International Airport, P.O. Box 10212, St. Louis, MO 63145. Complainant shall file his/her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after receipt of the appeal, the Airport Authority's Director of Airports, or his/her designee ("the Appeal Office"), shall attempt to meet with the complainant to discuss the complaint and possible resolution(s). Within forty-five (45) calendar

days after filing the appeal, the Appeal Officer shall respond with a final resolution of the complaint.

### **Record Keeping**

The Airport Authority's ADA Coordinator will maintain the following materials for a period of three (3) years; (1) written complaint received by the ADA Coordinator; (2) final responses of the ADA Coordinator; (3) appeals to the Airport Authority's Director of Airports, and (4) final resolutions by the Appeal Officer.

The Airport Authority's ADA Policy Statement and Complaint Procedure is available on the Airport Authority's website at [www.flystl.com](http://www.flystl.com), in hard copy at the Airport Director's Office located at 10701 Lambert International Blvd., St. Louis, MO 63145. Alternative formats are available upon request.

# ATTACHMENT A

## Americans with Disabilities Act (ADA) Title II

### Complaint Form

**Purpose:** Use this form to file a discrimination complaint if you believe St. Louis Lambert International Airport ("Airport Authority") has not provided adequate accommodations based on disabilities, sex, or creed.

**Instructions:** Complete this form, print, sign it and mail or fax to:

St. Louis Lambert International Airport  
P.O. Box 10212  
St. Louis, MO 63145  
Fax: 314-426-8003

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### Complaint Information

<b>Complainant Name:</b>				
<b>Address:</b>	<b>City</b>	<b>State</b>		<b>Zip Code</b>
<b>Home Phone (include area code)</b>	<b>Business Phone (include area code)</b>	<b>Cell Phone (include area code)</b>		

### Person (other than Complainant) Alleging an ADA Violation

<b>Complainant Name:</b>				
<b>Address:</b>	<b>City</b>	<b>State</b>		<b>Zip Code</b>
<b>Home Phone (include area code)</b>	<b>Business Phone (include area code)</b>	<b>Cell Phone (include area code)</b>		

### Airport Authority Service, Program or Facility Allegedly in Violation

Date Alleged Violation Occurred (dd/mm/yyyy)
Address
Has this been filed with the Department of Justice or other governmental agency or court? Yes _____ No _____

Attachment A

**If you Answered “Yes” to the Previous Question, Complete the Following**

<b>Agency or Court</b>			
<b>Contact Person</b>			
<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
<b>Phone (include area code)</b>  (       )       -		<b>Date Filed (dd/mm/yyyy)</b>  	

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

NOTE: Please be advised that the Airport Authority is obligated to comply with Section 610 of the Revised Statutes of Missouri regarding governmental records. Furnishing of the requested information is voluntary, except that the failure to provide such information may result in our being unable to process your complaint.