

Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act of 1990. It may be used by anyone to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City and Airport. The City's Personnel Policies govern employment-related complaints of disability discrimination. Any employment-related grievances must be submitted to the Division of Human Resources.

The complaint should be in writing and contain information about the alleged discrimination such as the name, address, phone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for people 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 AirportADA@slc.gov or by mail:

ADA Coordinator
P.O. Box 145550
Salt Lake City, Utah 84114

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

If the response by ADA Coordinator or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of within 15 calendar days after receipt of the response to the Mayor or his / her designee.

Within 15 calendar days after receipt of the appeal, the Mayor, or designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor, or 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 ADA Coordinator or designee, appeals to the Mayor or designee, and responses from these two offices will be retained by the Airport for at least three years.