

BISHOP INTERNATIONAL AIRPORT AUTHORITY AMERICANS WITH DISABILITIES ACT (ADA) COMPLAINT PROCEDURE

Policy Statement

It is the intent of Bishop International Airport Authority (BIAA) to provide access to Bishop International Airport (FNT) 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. Oversight of compliance activities is the responsibility of the BIAA's ADA Coordinator and all inquiries, comments, or complaints concerning BIAA's efforts to make FNT and the services associated with the operation of FNT accessible to persons with disabilities should be directed to the ADA Coordinator listed below:

Christopher Yeates
Chief Operating Officer / ADA Coordinator
Bishop International Airport Authority
3425 West Bristol Road
Flint, MI 48507
810-235-6560
cyeates@bishopairport.org

BIAA has established, the following complaint procedure to be used by persons who allege a complaint or violation of the ADA or discrimination on the basis of a disability in the provision of services, activities or programs at FNT. Individuals are not required to use this procedure, but may instead file complaints directly with the appropriate enforcement agency.

Complaint Procedure

Step 1: The complaint should be documented in writing. The complaint should include the following information: name / address / phone number of the complainant and as much information as possible regarding the complaint or alleged violation including: the location, date, time, description of the problem, and any witnesses. BIAA will make other reasonable accommodations as necessary for filing a complaint.

The complaint needs to be submitted no later than sixty (60) calendar days after the alleged violation. All information provided will be kept confidential to the extent permitted by law or needed to resolve the complaint. BIAA sharing of information, including identify, will be done only as required by law or as needed to resolve the complaint. Please be advised, BIAA complies with the Michigan Freedom of Information Act and that information submitted to BIAA may be subject to public disclosure. Providing the requested information is voluntary, except that the failure to provide such information may result in delay or in being unable to resolve your complaint fully.

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

If the matter is not resolved following these discussions, the ADA Coordinator will respond with a final written response, within forty-five (45) calendar days after the complaint has been received.

Step 3: If the ADA Coordinators final response does not satisfactorily resolve the matter, the complainant may appeal it, in writing, to the BIAA Chief Executive Officer (CEO) at the same address listed above.

The complainant shall file the appeal, including a detailed description of its basis, no later than thirty (30) days after the receipt of the ADA Coordinator's final response. BIAA'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 BIAA resolution of the matter.

Record Keeping

BIAA's ADA Coordinator will maintain the following materials for a period of five (5) years:

- Written complaints received by the ADA Coordinator
- Final responses of the ADA Coordinator
- Appeals to the BIAA CEO
- Final resolutions by the appeal officer

BIAA's ADA Policy Statement and Complaint Procedure is available on BIAA's website at www.bishopairport.org and is also available in hard copy at the BIAA Administration Offices located at 3425 West Bristol Road, Flint, MI 48507. Upon request, it may also be made available in alternative formats by contacting the ADA Coordinator as directed above.