

WAYNE COUNTY AIRPORT AUTHORITY'S

ADA COMPLAINT PROCEDURE

Policy Statement

It is the intent of the Wayne County Airport Authority ("Airport Authority") to provide access to both Detroit Metropolitan Airport ("DTW") and Willow Run Airport ("YIP"), 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. Oversight of compliance activities is the responsibility of the Airport Authority ADA Compliance Coordinator(s) and all inquiries concerning the Airport Authority's efforts to make DTW and YIP, and the services associated with the operation of DTW and YIP accessible to persons with disabilities should be directed to the ADA Compliance Coordinators listed below:

Ms. Cindy Singer
Accessibility Manager
Wayne County Airport Authority
Detroit Metropolitan Airport
L. C. Smith Building – Mezzanine
Detroit, Michigan 48242
734-942-1519
Cindy.Singer@wcaa.us

Mr. Dale Walker
Regulatory Compliance Manager
Wayne County Airport Authority
Detroit Metropolitan Airport
L. C. Smith Building – Mezzanine
Detroit, Michigan 48242
734-247-7913
Dale.Walker@wcaa.us

The Airport Authority has established, pursuant to Title II of the ADA and Section 504 of the Rehabilitation Act of 1973, the following complaint procedure ("Complaint Procedure") to be used by persons who allege a complaint or a violation of the ADA. Individuals are not required by federal regulations to use this Complaint Procedure, but may file complaints directly with the appropriate enforcement agency. Under the Airport Authority's Complaint Procedure, anyone who wishes to file a complaint alleging a violation of the ADA or discrimination based on disability in the provision of services, activities or programs has the right to file a written complaint.

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 shall 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 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. Please be advised the Airport Authority is obligated to comply with the Michigan Freedom of Information Act, Michigan Compiled Laws (MCL) Section 15.231, *et seq.* 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.

Step 2: The ADA Compliance Coordinator(s) will review the completed Complaint Form within fifteen (15) calendar days of receipt. The ADA Compliance Coordinator(s) 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 Compliance Coordinator(s) 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 Compliance Coordinator(s) may also arrange to meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Compliance Coordinator(s) 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 Compliance 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’s Chief Executive Officer, Wayne County Airport Authority, Detroit Metropolitan Airport, L. C. Smith Building – Mezzanine, Detroit, Michigan, 48242. Complainant shall file his/her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the ADA Compliance Coordinator’s final response. Within thirty (30) calendar days after receipt of the appeal, the Airport Authority’s CEO, or his/her designee (“the Appeal Officer”), shall attempt to meet with the complainant to discuss the complaint and possible resolutions. Within forty-five (45) calendar days after the filing of the appeal, the Appeal Officer shall respond, with a final resolution of the complaint.

Record Keeping

The Airport Authority's ADA Compliance Coordinator(s) will maintain the following materials for a period of three (3) years: (1) written complaints received by the ADA Compliance Coordinator(s); (2) final responses of the ADA Compliance Coordinator(s); (3) appeals to the Airport Authority's CEO; 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.metroairport.com and is available in hard copy at the Airport Authority's Administration office located in the L. C. Smith Building – Mezzanine Level. Upon request, it may also be made available in alternative formats by contacting the Airport Authority's Accessibility Manager via email at Accessibility@wcaa.us