

Americans with Disabilities Act (ADA) Grievance Procedure

Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, it is the intention of Hartsfield-Jackson Atlanta International Airport (the Airport) to provide access to all public facilities, programs, and services associated with its operations to all persons with disabilities.

Airport's ADA Coordinator

The Airport's ADA Coordinator is responsible for administering the Airport's overall compliance program and is designated, in accordance with federal regulations under the ADA, to coordinate the Airport's efforts to comply with and carry out its responsibilities under the Act, including investigation of any complaint communicated to the Airport, alleging the denial of access to an Airport service or program, based on disability.

The Airport's ADA Coordinator is familiar with federal, state and local government regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities, and has extensive experience with a broad range of disabilities. The ADA Coordinator has knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate and participate in programs, activities and services available at Hartsfield-Jackson Atlanta International Airport. The ADA Coordinator has the ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups and has the skills and training necessary to negotiate and mediate on behalf of anyone who submits a grievance.

The Grievance Procedure

To file a grievance alleging denial of access to an Airport program or service based on disability, a patron should complete the attached ADA Grievance Form (Form) and forward it to the ADA Coordinator, pursuant to the contact information provided on the Form. The completed Form must contain the name, address, email address, and phone number of the grievant. The Form should include as much information as possible regarding the alleged denial of access, including date, time, location, and a clear description. The ADA Coordinator must receive the complaint no later than 30 days after the alleged incident. The Form must be completed and signed by the grievant or her/his authorized representative. Upon receipt of a grievance, the ADA Coordinator will review the completed Form within 10 work days. If additional information is required, the ADA Coordinator will contact the complainant and return the Form for completion.

Once the completed Form has been received, the ADA Coordinator will work with the Airport (and its tenants, contractors, and concessionaires, if necessary) to identify and implement a mutually agreed upon resolution within 15 business days of receipt of the

completed Form. If further investigation is necessary, the ADA Coordinator will issue a “Notice of Continued Investigation” not later than 15 work days after receiving the completed Form.

It is the Airport’s policy to encourage an informal resolution of all complaints and grievances. If a mutually agreed upon informal resolution cannot be achieved, the ADA Coordinator will issue a written decision within 60 business days of receiving the completed Form. Filing a grievance does not prevent an individual from filing a complaint with the U.S. Department of Justice, ADA Enforcement Division, or with the Federal Aviation Administration, Office of Civil Rights.

The grievant or authorized representative may appeal that decision in writing no later than 30 days after receipt of the ADA Coordinator’s decision. Within 30 days of receipt of this appeal, the Airport General Manager or his or her designee will meet with the grievant to discuss the grievance and possible resolution and, within 30 days of that meeting, will submit the Airport’s final decision to the grievant.

All written and/or recorded communications will be retained by the Airport for three years from the date of the ADA Coordinator’s decision or the date of the General Manager’s decision, whichever is later.

Filing a Grievance

If you need to file a Grievance, kindly fill out the ATL ADA Grievance form and send it to Civil Rights Division. You can choose to submit it via U.S. mail or email, as indicated below:

To email an electronic copy of the form:

Civilrights@atl.com

To mail a printed copy of the form:

Hartsfield-Jackson Atlanta International Airport
(Karen Ellis, Assistant General Manager- Chief Customer Experience Officer) 6000 N.
Terminal Parkway, Suite 4000,
Atlanta, GA 30320

For additional inquiries, For more information, please reach out to Karen Ellis at (404) 382-2031 by phone. Alternatively, you can send a fax to (404) 305-2428.