

**METROPOLITAN AIRPORTS COMMISSION
AMERICANS WITH DISABILITIES ACT (ADA) POLICY AND COMPLAINT
PROCEDURE**

POLICY STATEMENT

Metropolitan Airports Commission (MAC) is committed to providing access to the Minneapolis-St. Paul International Airport (MSP) 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.

MAC has established, pursuant to Title II of the ADA and section 503 of the Rehabilitation Act of 1973, the following complaint procedure to be used by persons who allege a complaint or a violation of the ADA. Individuals are not required by federal regulation to use this complaint procedure but may file complaints directly with an appropriate enforcement agency.

Anyone has the right to file a complaint alleging a violation of the ADA or discrimination because of a disability in the provision of services, activities or programs. Oversight of compliance activities is the responsibility of the MAC's ADA Coordinator and all inquiries, comments, or complaints concerning MAC's efforts to make MSP and the services associated with the operation of MSP accessible to persons with disabilities should be directed to the ADA Coordinator listed below:

**Tekia S. Jefferson
ADA Coordinator
Metropolitan Airports Commission
Minneapolis-St. Paul International Airport
6040 28th Avenue South
Minneapolis MN 55450
612-467-0415 phone
612-794-4406 fax
tekia.jefferson@mspmac.org**

Pursuant to the Minnesota Government Data Practices Act, data collected by MAC is public data unless identified otherwise by law. Information collected under this procedure may be subject to public disclosure as required by law. Data collected will also be shared as needed to resolve the complaint, and/or as need to investigate the allegations. The complainant may refuse to provide any of the information requested in this complaint procedure; however, refusal to provide information may prevent satisfactory resolution of the alleged unlawful discrimination.

COMPLAINT PROCEDURE

Step 1: File a complaint with MAC's ADA Coordinator listed above within **60 days** of the alleged unlawful discrimination.

A complaint should include the following information: name, address, phone number of complainant; and as much information as possible regarding the complaint or alleged unlawful discrimination (location, date, a description of the alleged unlawful discrimination, parties involved, any witnesses); and suggested corrective action. Upon request, MAC will make available tape recorders and/or 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.

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

If the ADA Coordinator determines further investigation is warranted, the ADA Coordinator may meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Coordinator shall respond with a final response, within forty-five (45) calendar days after the complaint has been received. When requested, the final response will be provided in a format accessible to the complainant.

Step 3: If the ADA Coordinator's final response does not satisfactorily resolve the matter, the complainant may appeal the response, in writing to the Assistant Director of Customer Experience, Metropolitan Airports Commission, MSP International Airport, 4300 Glumack Drive, LT-3000, St. Paul, MN 55111-3010.

The complainant shall file the appeal, including a detailed description of its basis, not later than **thirty (30) days** after receipt of the ADA Coordinator's final response. MAC'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 MAC resolution of the matter.