

**Grievance Procedure Under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the Allegheny County Airport Authority or while visiting Pittsburgh International or Allegheny County Airports. The Commonwealth of Pennsylvania under the Pennsylvania Human Relations Act of 1955 and Amended June 25, 1977 prohibits discrimination in employment of all individuals in accordance with their fullest capacities regardless of their race, color, religious creed, ancestry, age, sex, national origin, handicap or disability. The Pennsylvania Human Rights Commission was created to oversee complaints of this nature.

The complaint should be in writing and contain information regarding the alleged discrimination such as name, address, phone number of 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 persons with disabilities upon request.

The complaint should be submitted by the grievant and/his or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Jenee Oliver
Business Diversity and Outreach Manager
Pittsburgh International Airport
Landside Terminal, Suite 4000
P.O. Box 12370
Pittsburgh, PA 15231-0370
JOliver@FlyPittsburgh.com

Within 15 calendar days after receipt of the complaint Jenee Oliver or her designee will meet with the complainant to discuss the possible resolutions. Within 15 calendar days of the meeting, a response will be made in writing and where appropriate, in a format accessible to the complainant and, such as large print, Braille, or audio tape. The response will explain the position of the Allegheny County Airport Authority and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue to the complainant's satisfaction the complainant and his/or her designee may appeal the decision within 15 calendar days after receipt of the response to the Board of Director's Appeal Committee or their designee.

Within 15 calendar days after receipt of the appeal a member of the Board of Director's Appeal Committee or there designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Board of Director's Appeal Committee 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 Jenee Oliver or her designee, appeals to the Board of Director's Appeal Committee or their designee and responses from these two offices will be retained by the Allegheny County Airport Authority for at least three years.