

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

POLICY STATEMENT

It is the intent of the Metropolitan Airports Commission (MAC) to provide 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. 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:

**Anita L. Bellant
ADA Coordinator
Metropolitan Airports Commission
Minneapolis-St. Paul International Airport
6040 28th Avenue S
Minneapolis, MN 55450
612-467-0415 phone
612-794-4406 fax**

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. Under MAC's complaint procedure, anyone who wishes to file a complaint alleging a violation of the ADA or discrimination because of a disability in the provision of services, activities or programs has the right to file a complaint.

Please be advised that MAC complies with the Minnesota Government Data Practices Act, which presumes that data collected by MAC is public data unless classified otherwise by law. The information provided may be subject to public disclosure as required by law. The sharing of or public disclosure of the information provided, including identity, will be done only as required by law or as needed to resolve the complaint.

COMPLAINT PROCEDURE

Step 1: The complainant should contact MAC's ADA Coordinator listed above, and have the following information available: the name, address, and phone number of the complainant; and as much information as possible regarding the complaint or alleged violation, including the location, date, a description of the problem, and any witnesses. 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.

The complaint needs to be submitted no later than sixty (60) calendar days after the alleged violation.

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 final response does not satisfactorily resolve the matter, the complainant may appeal it, in writing, to the Director of MSP Operations, 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.