



## **Accessibility Complaints**

### Grievance Procedure Under the Americans with Disabilities Act of 1990

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Tweed-New Haven Airport Authority to provide access to all public facilities, programs, and services associated with the operation of Tweed-New Haven Airport (HVN) to all persons with disabilities. HVN has implemented the following process, which may be used by anyone to file a complaint alleging discrimination on the basis of disability.

The complainant should send an email to HVN's ADA Complaint Contact, Malena Zanjani, who may be reached at [mzanjani@flytweed.com](mailto:mzanjani@flytweed.com). The email should detail the following information:

- Complainant Contact Information
  - First Name, Middle Initial, Last Name
  - Street Address, City, State, Zip Code
  - Telephone Number with best contact time
  - E-mail Address
- A complete description of the specific issue(s) the complainant believes are inconsistent with Title II of the ADA Act, Section 504 of the Rehabilitation Act of 1973, and/or the ADA Amendments Act of 2008.
- The specific location(s) of the ADA issue prompting a complaint.
- The date when the ADA non-compliance occurred or was noted.
- The resolution the complainant thinks should be implemented to resolve the complaint.

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.

Within 30 calendar days after receiving a written complaint, HVN's ADA Coordinator will investigate and respond in writing, explaining HVN's position and offer options for resolution. If the complaint is not resolved to the Complainant's satisfaction, the Complainant may request further review by HVN's legal counsel. Complainants must request further review, in writing, within 15 calendar days of receiving a response from the ADA Coordinator. Within 15 calendar days after the receipt of the appeal, legal counsel, or his/her designee, will contact or meet with the Complainant to discuss the complaint and possible resolution. Within 15 days of communicating with the Complainant, legal counsel, or his/her designee will respond in writing and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint.