



## ADA Reasonable Accommodation / Modification Request and Grievance Procedures

### Introduction

In accordance with the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Kenton County Airport Board (KCAB) to provide access to all public facilities, programs and services associated with its operation of Cincinnati/Northern Kentucky International Airport (CVG) to all persons with disabilities. The ADA Coordinator is responsible for administering the overall compliance program, and is designated, in accordance with the federal regulation under the ADA, to coordinate the Board's efforts to comply with and carry out its responsibilities under the Act, including reasonable accommodation/modification of current policies and procedures and investigation of any complaint communicated to the Kenton County Airport Board, alleging the denial of access to any service or program, based on disability. Please contact the ADA Coordinator for any questions, request for reasonable accommodation or grievances.

### Grievance Procedure

This policy is established to meet the requirements of the ADA, and to provide a means to ensure better service to all customers. 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, benefits, or facilities CVG, its tenants, or service providers. It is noted that CVG Human Resources maintains responsibility for employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination, including name, address, and phone number of Customer, date, and description of the problem. To file a grievance, the customer may use web-based email links to the ADA Coordinator or [info@cvgairport.com](mailto:info@cvgairport.com). Alternate 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. A separate complaint should be filed for each alleged act of discrimination.

The complaint should be submitted by the customer, or his/her designee, as soon as possible but no later than sixty (60) days after the alleged violation to:

Wendi Orlando  
ADA Coordinator  
Cincinnati / Northern Kentucky International Airport  
P.O. Box 75200  
Cincinnati, OH45275-2000



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Alternatively, the ADA Coordinator may also be reached by telephone at 859.767.7470, by fax at 859.767.7888, or by email at [worlando@cvgairport.com](mailto:worlando@cvgairport.com) or [info@cvgairport.com](mailto:info@cvgairport.com) to initiate a formal complaint as described above.

If the customer needs access assistance, such as a sign language interpreter, or needs alternate means to file a complaint, such as a personal interview or by tape recording, the customer may use the contacts above to initiate such a request. The ADA Coordinator may need a minimum of one (1) week's notice to accommodate such a request.

Within five (5) calendar days of receipt of the complaint, a letter acknowledging receipt of the complaint will be transmitted to the Customer by the ADA Coordinator. The ADA Coordinator will work with appropriate personnel to investigate the complaint for resolution. Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact or meet with the Customer to discuss the complaint and the possible resolution.

Within thirty (30) calendar days, the ADA Coordinator will attempt to resolve complaints unless the factual investigation or complexity of the complaint necessitates additional resolution time. Unless additional time is required, the ADA Coordinator shall notify the customer in writing or, when requested, in an alternate format, of the results of the investigation and options for substantive resolution of the complaint. The response will generally contain the following information:

1. A description of the complaint
2. A summary of the facts
3. An explanation of Airport's position
4. A summary of the resolution option(s)
5. The timeframe for resolving the complaint, if applicable

If the complaint is not resolved to the customer's satisfaction, the customer may request a further review of the complaint with the Airport's Vice President of Customer Experience. The customer must file this request for further review, in writing, within fifteen (15) calendar days after receipt of the response from the ADA Coordinator. The customer must send a copy of the original complaint, the ADA Coordinator's response, and a description of the customer's concerns or objections to:

Brian Cobb  
Vice President of Customer Experience  
Cincinnati / Northern Kentucky International Airport  
P.O. Box 75200  
Cincinnati, OH45275-2000



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Within fifteen (15) calendar days after receipt of the appeal, the VP of Customer Experience, or his/her designee, will contact or meet with the customer to discuss the complaint and the possible resolution. Within fifteen (15) days of communicating with the customer, the VP of Customer Experience, or his/her designee will respond in writing and, where appropriate, in a format accessible to the customer, with a final resolution of the complaint.

When Tenant / Service Providers are implicated in a complaint, the following will take place:

If the ADA Coordinator finds that an alleged violation involves a tenant or service provider's service, activity, program, benefit, or facility, the ADA Coordinator will notify the appropriate representative of the tenant or service provider, and appropriate Airport department(s) overseeing operations and/or contractual obligations, of the complaint. The ADA Coordinator will notify the customer that the matter is being investigated by the tenant or service provider, and will provide the customer with the name, address and telephone number of the tenant or service provider's representative.

The ADA Coordinator will request that the tenant or service provider investigate the allegation set forth in the complaint and coordinate the investigation results and resolution with the ADA Coordinator. The ADA Coordinator will coordinate the transmittal of the response with the tenant or service provider. The ADA Coordinator will inform appropriate Airport department(s) overseeing operations and/or contractual obligations of the investigation and resolution.