

WICHITA AIRPORT AUTHORITY DISCRIMINATION COMPLAINT PROCEDURES

These procedures are for complaints of discrimination, other than employment discrimination by the Wichita Airport Authority. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Airport, or at Airport facilities believed to constitute discrimination against a passenger with a disability in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. They cover any program or activity administered by the Wichita Airport Authority.

Any person who feels that he or she has been subjected to discrimination based on disability in the provision of services, activities or programs has the right to file a complaint with the Airport. These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside agency, such as the U.S. Department of Transportation or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Procedure

Complaints must be filed within 90 days after the discriminatory event, must be in writing, and must be delivered to:

Ryan Miller, Buildings & Utilities Manager
Wichita Airport Authority
2173 Air Cargo Rd, Wichita, Ks 67209
316-946-4750

If a complaint is initially made by phone, it must be supplemented with a written complaint within 90 days after the discriminatory event. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

A copy of complaints alleging what amounts to a Title II violation by airport employees, contractors, concessionaires, lessees, or tenants, relative to the airports aviation activities, will be forwarded to the FAA. For information on filing a complaint with DOT/FAA contact the individual named above.

The Title II Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible.

The Title II Coordinator will issue a written decision.

Appeal and Final Administrative Action. If the complainant disagrees with the written response or conclusion, the complainant may appeal in writing to Jesse Romo, Airport Director. The written appeal must be received within 30 business days after receipt of the written decision. The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal. The airport Director will issue a final written decision in response to the appeal.