

# DES MOINES INTERNATIONAL AIRPORT

## ADA/SECTION 504 COMPLAINT PROCEDURES

### FILING AN ADA/SECTION 504 COMPLAINT

The following complaint procedures apply to the beneficiaries of Des Moines Airport Authority's programs, activities and services.

**Right to File a Complaint:** Any person who believes they have been discriminated against on the basis of disability by Des Moines International Airport may file an ADA/Section 504 Complaint by completing and submitting the Airport's ADA/Section 504 Complaint Form. ADA/Section 504 Complaints must be received in writing within 30 days of the alleged discriminatory complaint.

**How to File a Complaint:** Information on how to file an ADA/Section 504 Complaint is posted on our Airport Website, and in public areas of our Airport.

You may download the Des Moines Airport's ADA/Section 504 Complaint Form at [www.flydsm.com](http://www.flydsm.com) or request a copy by writing to Des Moines Airport Authority, 5800 Fleur Dr, Room 207, Des Moines, IA 50321. Information on how to file an ADA/Section 504 Complaint may also be obtained by calling the ADA/Section 504 Coordinator at 515-256-5006.

You may file a signed, dated complaint no more than 30 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number
- Specific, detailed information (how, why, and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the Airport should be contacted for clarity of the allegations.

Please mail your complaint form to:

Des Moines International Airport  
Attn: ADA/Section 504 Coordinator  
5800 Fleur Drive, Room 207  
Des Moines, IA 50125

A person may also file a complaint directly with the Federal Aviation Administration, at the FAA Office of Civil Rights, 800 Independence Avenue, S.W., Washington, DC 20591.

**Investigations:** The ADA/Section 504 Coordinator will receive, manage, and make a determination on all filed complaints. Investigations will generally be completed within 90 days from receipt of a completed complaint form. If more information is needed to resolve the complaint, the ADA Section 504 Coordinator may contact the complaints and request more information. If the requested information is not received within a reasonable amount of time, then the complaint may be administratively closed by the ADA/Section 504 Coordinator. A

complaint can also be administratively closed if the complainant no longer wishes to pursue the case.

**Letter of Closure or Finding:** After the ADA/Section 504 Coordinator reviews the complaint, he or she will issue one of two letters to the complainant: a letter of closure or letter of finding.

- A letter of closure summarizes the allegations and states that there was not an ADA/Section 504 violation and that the case will be closed.
- A letter of finding summarizes the allegations and provides an explanation of the corrective action taken.

In each letter to the complainant, the Investigator will notify the complainant of the right to request reconsideration from the Airport's ADA Section 504 Coordinator for an independent review.

**Request for Reconsideration:** If the complainant disagrees with the ADA/Section 504 Coordinator's determination the complainant may request reconsideration by submitting the request in writing to the Executive Director within (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

**Copies to FAA:** The ADA/Section 504 Coordinator will, within 15 days of receipt, forward to the Area Manager of the FAA Central Area a copy of each written complaint charging discrimination because of disability by any person subject to 49 CFR Part 27 or 28 or 28 CFR Part 35, together with a statement describing all actions taken to resolve the matter, and the results thereof.