

## **PALM SPRINGS INTERNATIONAL AIRPORT**

### **Complaint and Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act**

The Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Palm Springs International Airport. The City of Palm Springs' Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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.

The complaint should be submitted by the grievant and/or designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Victoria Carpenter**  
**ADA/504 Coordinator - Airport Administration Manager**  
**Palm Springs International Airport**  
**3400 E. Tahquitz Canyon Way, Suite 1**  
**Palm Springs, CA 92262**  
**Phone (760)318-3808 - Fax (760) 318-3815**  
Email: [Victoria.Carpenter@palmspringsca.gov](mailto:Victoria.Carpenter@palmspringsca.gov)

Within 15 calendar days after receipt of the complaint, Victoria Carpenter or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Victoria Carpenter or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Palm Springs International Airport and offer options for substantive resolution of the complaint.

If the response by Victoria Carpenter does not satisfactorily resolve the issue, the complaint and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Airport Executive Director or [his/her] designee.

Within 15 calendar days after receipt of the appeal, the Airport Executive Director or [his/her] designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Airport Executive Director 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.

All written complaints received by Victoria Carpenter or designee, appeals to the Airport Executive Director or [his/her] designee, and responses from these two offices will be retained by the Palm Springs International Airport for at least three years.