



Oakland International Airport Grievance Procedure Under ADA

Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of Oakland International Airport, a division of the Port of Oakland, to provide access to all public facilities, programs and services associated with its operation to all persons with disabilities.

The Port of Oakland's ADA Coordinator is responsible for administering the Port's overall compliance program, and is designated, in accordance with the federal regulation under the ADA, to coordinate the Port's efforts to comply with and carry out its responsibilities on the basis of disability, including investigation of any complaint communicated to the Port of Oakland alleging discrimination or noncompliance with federal ADA regulations.

The Port of Oakland's ADA Coordinator

The Port of Oakland's ADA Coordinator is familiar with federal, state and local government structures, regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities and experience with a broad range of disabilities. The Port of Oakland's ADA Coordinator has knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate and participate in programs, activities and services available at the Oakland Airport. The ADA Coordinator has the ability to work cooperatively with people with disabilities and is familiar with local disability advocacy groups and has the skills and training necessary to negotiate and mediate on behalf of anyone who submits a grievance.

The Grievance Procedure

Any grievance alleging discrimination against anyone with a disability should be documented in writing on the attached ADA Title II Grievance Form and must contain the name, address and phone number of the grievant. The Form should include as much information as possible regarding the alleged violation including date, time, location, and a clear description of the complaint and be received by the ADA Coordinator no later than 30 days following the alleged incident. The Grievance Form must be completed and signed by the grievant or her/his authorized advocate.

Upon receipt, the ADA Coordinator will review the completed Grievance Form within ten work days. If the Form requires additional information, the ADA Coordinator will contact the complainant and return the Form for completion. Once the completed Form has been received, the ADA Coordinator will work with Oakland International Airport departments and contract companies if necessary, and within 15 working days, make every effort to come to a mutually agreed upon resolution.

If the ADA Coordinator determines further investigation is necessary, a Notice of Continued Investigation within 15 work days after receiving the completed Grievance Form or if necessary, meet with the grievant to discuss and possibly resolve the matter. If requested, the ADA Coordinator will make available audio tape or other recordings, radio announcements, large print notice, Braille notice, use of a qualified sign language interpreter at meetings, open or closed-captioned public service announcements on television, ASCII, HTML, or word

processing format on a computer diskette or CD, HTML format on an accessible website and advertisements in publications with large print versions.

It is the Port's policy to encourage an informal resolution of all complaints and grievances. If a mutually agreed upon informal resolution cannot be satisfactorily met, the ADA Compliance Officer will respond, in writing, with a final decision within 60 work days.

Nothing in this grievance procedure prevents an individual from filing a complaint with the Department of Justice ADA Enforcement or Federal Aviation Administration Office of Civil Rights.

The grievant or authorized representative may appeal the decision of the ADA Coordinator in writing within 30 work days of the receipt of the decision

After 30 work days, the Executive Director or designee will make every effort to meet with the grievant to discuss the grievance and possible resolution and within 30 work days following the meeting, submit the Port of Oakland's final decision to the grievant.

Executive Director
530 Water Street
Oakland, CA 94607

All written and/or recorded communications will remain on file in the Office of Equal Opportunity at the Port of Oakland for a period of three years.

The Port's ADA Coordinator shall publish the Port's Grievance Procedure together with the Port's ADA Coordinator's name, office address, telephone number and email for Port Management, interested persons, individuals with disabilities and organizations representing individuals with disabilities.

The Port of Oakland's ADA Coordinator is Gina Carradine who may be reached by email at gcarradine@portoakland.com or by phone at (510) 627-1156. You may submit your grievance to her at:

Gina Carradine
ADA Coordinator
Port of Oakland
530 Water Street
Oakland, CA 94607

These Grievance Procedures are reviewed annually by the ADA Coordinator to ensure compliance with ADA federal laws.



Access for Everyone

Americans with Disabilities Grievance Form

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of Oakland International Airport, a division of the Port of Oakland, to provide access to all services associated with its operation and to all persons with disabilities. Please use this form to file a grievance if you believe the Oakland International Airport, a division of the Port of Oakland, has not provided satisfactory accommodation for a disability.

You may submit your grievance to:

Gina Carradine
ADA Coordinator
Port of Oakland
530 Water Street
Oakland, CA 94607
gcarradine@portoakland.com

Grievant Information

Grievant Name			
Address	City	State	Zip Code
Home Phone with area code () -	Business or Alternate Phone with area code () -		
Other Contact Information			

Person (not Grievant) Alleging ADA Violation at Oakland International Airport

Name			
Address	City	State	Zip Code
Home Phone with area code () -	Business or Alternate Phone with area code () -		
Other Contact Information			

Description of Alleged Violation and Requested Remedy – Please include date, time, location and specific information. Please use additional sheet of paper if necessary.

Please advise if this grievance has been filed with the Department of Justice, another government agency or court:

Government Agency or Court			
Contact Person			
Address	City	State	Zip Code
Phone with area code () -	Date Grievance Filed		
Other Information or Comments			

Signature; _____ Date: _____

