



Ontario International Airport Administration Offices

1923 E. Avion Street, Ontario, CA 91761

ALAN D. WAPNER
President

RONALD O. LOVERIDGE
Vice President

JIM W. BOWMAN
Secretary

CURT HAGMAN
Commissioner

JULIA GOUW
Commissioner

MARK A. THORPE
Chief Executive Officer

LORI D. BALLANCE
General Counsel

ATIF ELKADI
Deputy Chief Executive Officer

Ontario International Airport Authority (OIAA)

Complaint Procedure under the Americans with Disabilities Act of 1990

It is the intention of Ontario International Airport Authority (OIAA) to provide access to its public facilities, programs, and services at Ontario International Airport.

OIAA's ADA Coordinator (504 Compliance Officer) is responsible for administering overall compliance program, and is designated in accordance with federal regulation to coordinate OIAA's efforts to comply with and carry out its responsibilities under Section 504, of the Rehabilitation Act of 1973, as amended. Responsibility also includes investigating complaints filed with OIAA alleging denial of access to airport services or programs based on disability.

The ADA Coordinator is familiar with federal, state and local government regulations and policies, including knowledge of the ADA and other laws addressing the rights of people with disabilities and has extensive experience with a broad range of disabilities. The 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

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.

Filing a complaint

To file a complaint alleging denial of access to an OIAA program or service based on disability, a person should complete the ADA Travelers Feedback Form (Form) found at <https://www.flyontario.com/travelers-feedback-form> and forward it to the ADA Coordinator by clicking the SUBMIT button at the bottom of the Form. The form may also be mailed to:

Lawrence J. Rolon

Coordinator for Disability Services

www.flyontario.com

Ontario International Airport Authority

1923 E. Avion Street

Ontario, CA 91761

riskmanagement@flyontario.com

The completed Form must contain the name, address, e-mail address, and phone number of the complainant. The Form should include as much information as possible regarding the alleged denial of access including date, time, location, and a clear description of the denial of access. The Form must be completed and signed by the complainant or her/his authorized representative.

Timelines:

The complaint must be received by the ADA Coordinator no later than 30 days following the alleged incident. Upon receipt of a complaint, the ADA Coordinator will review the completed Form within ten work days. If additional information is required, 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 affected parties to identify and implement a mutually agreed upon resolution within 15 business days of receipt of the completed Form.

If further investigation is necessary, the ADA Coordinator will issue a "Notice of Continued Investigation" not later than 15 work days after receiving the completed Form.

OIAA encourages an informal resolution of all complaints and grievances.

The ADA Coordinator will issue a written decision within 60 business days of the receipt of the completed Form.

Not later than 30 calendar days from receipt of the ADA Coordinator's decision, the complainant or authorized representative may appeal that decision in writing to Mr. Bruce Atlas, Chief Operations Officer, Ontario International Airport Authority, 1923 E. Avion Street, Ontario, CA 91761

Within 30 days of receipt of this appeal, the Chief Operations Officer or his designee will contact the grievant to discuss the complaint and possible resolution and, within 30 days thereafter, will submit OIAA's final decision to the complainant.

All written and/or recorded communications will be retained by OIAA for a period of three years from the date of the ADA Coordinator's decision or the date of the director's decision, whichever is later.

The filing of a complaint does not prevent an individual from filing a complaint with the U.S. Department of Justice, ADA Enforcement Division or with the Federal Aviation Administration, Office of Civil Rights.