



# **Rhode Island**

## **Airport Corporation**

### **Grievance Procedure Under the Americans with Disabilities Act of 1990**

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, it is the intention of the Rhode Island Airport Corporation (RIAC) to provide access to all public facilities, programs and services associated with its operation of Rhode Island T.F. Green International Airport to all persons with disabilities.

To file a grievance alleging denial of access to a RIAC program or service based on disability, a patron should complete the attached ADA Grievance Form (Form) and forward it to the ADA Coordinator, pursuant to the contact information provided on the Form. The completed Form must contain the name, address, e-mail address, and phone number of the grievant. 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 complaint must be received by the ADA Coordinator no later than thirty (30) days following the alleged incident. The Form must be completed and signed by the grievant or her/his authorized representative. Upon receipt of a grievance, the ADA Coordinator will review the completed Form within ten (10) business 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 RIAC (and its tenants, contractors and concessionaires, if necessary) to identify and implement a mutually agreed upon resolution within fifteen (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 fifteen (15) business days after receiving the completed Form.

It is RIAC's policy to encourage an informal resolution of all complaints and grievances. If a mutually agreed upon informal resolution cannot be achieved, the ADA Coordinator will issue a written decision within sixty (60) business days of the receipt of the completed Form. The filing of a grievance 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.

Not later than thirty (30) days from receipt of the ADA Coordinator's decision, the grievant or authorized representative may appeal that decision in writing to the President & CEO, Rhode Island Airport Corporation, 2000 Post Road, Warwick, RI 02886. Within thirty (30) days of receipt

of this appeal, the President & CEO or his designee will meet with the grievant to discuss the grievance and possible resolution and, within thirty (30) days of that meeting, will submit RIAC's final decision to the grievant.

All written and/or recorded communications will be retained by RIAC for a period of five (5) years from the date of the ADA Coordinator's decision or the date of the President & CEO's decision, whichever is later.

RIAC's ADA Coordinator is Brittany Morgan Esq. who may be reached by email at [bmorgan@pvdairport.com](mailto:bmorgan@pvdairport.com) or by phone at 401-691-2288. Please send all grievances to Rhode Island Airport Corporation, 2000 Post Road, Warwick, RI 02886.



---

3

Date when the ADA non-compliance occurred / was noted:

---

4

Please state, as specifically as possible, what you think should be done to resolve this complaint:

---

---

---

---

---

---

Signature

---

Date

Mail Completed Complaint Form to:  
Rhode Island Airport Corporation  
2000 Post Road Warwick, RI 02886  
Attn: Brittany Morgan, Esq., ADA Coordinator

---