

## ADA Complaint Procedures

### Overview

These procedures are for complaints of discrimination, other than employment discrimination, by Bradley International Airport. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of Bradley International Airport facilities based on a disability. They cover any program or activity administered by Bradley International Airport.

Any person who feels they have been subjected to discrimination based on a disability has the right to file a complaint with the Airport. These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside agency, such as the U.S. Department of Transportation (DOT) or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Complaints must be filed within 180 days after the alleged discriminatory event, must be in writing, and must be delivered by one of the following:

By mail to:       Bradley International Airport  
                      Attn: Mr. Ryan Tenny – ADA Coordinator  
                      Terminal A, 3<sup>rd</sup> Floor, Administration Office  
                      Schoephoester Road, Windsor Locks, CT 06096

OR

By email to:     [rtenny@ctairports.org](mailto:rtenny@ctairports.org) with the subject line “ADA Complaint”

Complainants may also file a written complaint directly with the FAA:

By mail to:       Federal Aviation Administration  
                      Office of Civil Rights  
                      Airport Disability Compliance Program  
                      2300 E. Devon Avenue, Suite 440  
                      Des Plaines, IL 60018

1. If a complaint is received, the ADA Coordinator will provide written acknowledgement to the complainant within ten (10) business days.
2. Upon the receipt of a written complaint, the Airport will investigate and attempt an early resolution.
3. Within fifteen (15) days of receiving a written complaint, the ADA Coordinator will forward a copy of the complaint to the FAA Airport Disability Compliance Program Team, along with a statement describing all actions taken to resolve the matter and the results of such actions. The ADA Coordinator will work with the Airport Disability Compliance Program Team during this process.
4. The ADA Coordinator will make every effort to complete discrimination complaint investigations within sixty (60) calendar days after the written complaint is received but recognizes that some investigations may take longer. The ADA Coordinator will document each investigation in an investigation report.
5. Upon completion of the investigation, the ADA Coordinator will issue either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was no finding.

of an ADA violation, and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings, and explains whether any disciplinary action, additional training, or other action will occur.

6. If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to the ADA Coordinator at Bradley International Airport. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter. The ADA Coordinator at Bradley International Airport will issue a final written decision in response to the appeal within thirty (30) business days. The Bradley International Airport decision is final.
7. Copies of the complaint, summary of the investigation report, any response, and the Airport's decision letter(s) will be sent to the FAA.

The ADA Complaint Form may be downloaded [here](#).