

Gulfport-Biloxi Regional Airport Authority Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Gulfport-Biloxi Regional Airport Authority.

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 may be made available for persons with disabilities upon request.

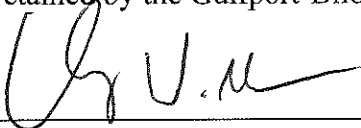
The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Gulfport-Biloxi Regional Airport Authority
Executive Director
ADA Coordinator
14035-L Airport Road
Gulfport, MS 39503

Within 30 calendar days after receipt of the complaint, the Executive Director or his designee will contact the complainant to discuss the complaint and the possible resolutions. Within 30 calendar days of initial contact, the Executive Director or his designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the Gulfport-Biloxi Regional Airport Authority and offer options for substantive resolution of the complaint. If the response by the Executive Director or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Gulfport-Biloxi Regional Airport Authority Board of Commissioners.

Within 15 calendar days after receipt of the appeal, the Chairman of the Gulfport-Biloxi Regional Airport Authority or his designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after initial contact, the Chairman of the Gulfport-Biloxi Regional Airport Authority or his 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 the Executive Director or his designee, appeals to the Gulfport-Biloxi Regional Airport Authority Board of Commissioners, and responses from these two offices will be retained by the Gulfport-Biloxi Regional Airport Authority for at least three years.



Clay Williams, Executive Director
November 18, 2015