

LONG ISLAND MACARTHUR AIRPORT'S

ADA COMPLAINT PROCEDURE

Policy Statement

It is the intent of the Long Island MacArthur Airport Authority (“Airport Authority”) to provide access to Long Island MacArthur Airport (“ISP”), and the services associated with its operation to persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. Oversight of compliance activities is the responsibility of the Airport Authority ADA Compliance Officer and all inquiries concerning the Airport Authority’s efforts to make ISP and the services associated with the operation of ISP accessible to persons with disabilities should be directed to the ADA Compliance Officer listed below:

Thomas Coffey
Compliance Officer
Long Island MacArthur Airport
100 Arrival Ave., Suite 100
Ronkonkoma, NY 11779
631-595-3394
Tcoffey@Islipny.gov

The Airport Authority has established, pursuant to Title II of the ADA and Section 504 of the Rehabilitation Act of 1973, the following complaint procedure (“Complaint Procedure”) to be used by persons who allege a complaint or a violation of the ADA. Individuals are not required by federal regulations to use this Complaint Procedure, but may file complaints directly with the appropriate enforcement agency. Under the Airport Authority’s Complaint Procedure, anyone who wishes to file a complaint alleging a violation of the ADA or discrimination based on disability in the provision of services, activities or programs has the right to file a written complaint.

Complaint Procedure

Step 1: The complaint should be documented in writing on an ADA Title II Complaint Form (Attachment A). The Complaint Form should contain the name; address and telephone number of the complainant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem. The Complaint Form shall be completed and signed by the complainant or his/her authorized representative. Upon request, the Airport Authority will make available tape recorders and/or other assistance for persons with visual or motor impairments, and TDDs and/or Qualified Sign Language Interpreters for deaf or hearing-impaired persons as necessary for filing a complaint.

The Complaint Form should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged violation. Strict confidentiality of all information provided will be maintained to the extent required by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the complaint.

Step 2: The ADA Compliance Officer will review the completed Complaint Form within fifteen (15) calendar days of receipt. The ADA Compliance Officer will attempt to discuss the issues with the complainant and the concerned Airport Authority department(s), and will attempt to resolve the complaint informally.

If the ADA Compliance Officer determines further investigation is warranted, he/she shall mail to the complainant a Notice of Continuing Investigation (“NCI”) within fifteen (15) calendar days after receiving the completed Complaint Form. If appropriate, the ADA Compliance Officer may also arrange to meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the ADA Compliance Officer shall respond with his/her final response, in writing, within forty-five (45) calendar days after the NCI is sent.

Step 3: If the ADA Compliance Officers final response does not satisfactorily resolve the matter, the complainant and/or authorized representative may appeal it, in writing, to the Airport Authority’s Commissioner of Aviation, Long Island MacArthur Airport, 100 Arrival Ave., Ronkonkoma, NY 11779. Complainant shall file his/her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the ADA Compliance Officer’s final response. Within thirty (30) calendar days after receipt of the appeal, the Airport Authority’s Commissioner or his/her designee (“the Appeal Officer”), shall attempt to meet with the complainant to discuss the complaint and possible resolutions. Within forty-five (45) calendar days after the filing of the appeal, the Appeal Officer shall respond, with a final resolution of the complaint.

Record-Keeping

The Airport Authority’s ADA Compliance Officer will maintain the following materials for a period of five (5) years: (1) written complaint received by the ADA Officer; (2) final responses of the ADA Officer; (3) appeals to the Airport’s Commissioner of Aviation & Transportation, and (4) final resolutions by the Appeal Officer.