

ADA GRIEVANCE PROCEDURE

INFORMAL RESOLUTION

Prior to initiating the formal grievance procedure set forth below, the individual should, in general, first discuss the matter orally or in writing with the individual(s) most directly responsible. If no resolution results, or if direct contact is inappropriate under the circumstances, the individual should then consult with the Compliance Officer in the Administration offices who will attempt to facilitate a resolution.

If the Compliance Officer is not successful in quickly achieving a satisfactory resolution (that is, generally within seven (7) calendar days), the Compliance Officer will inform the individual of his or her efforts and the individual's right to file a formal complaint.

FORMAL GRIEVANCE

If the procedure set forth above for informal resolution does not yield a successful resolution, then the individual may file a formal grievance in the following manner:

1. ***When to File Grievance:*** Grievances shall be filed as soon as possible, but in no event, no later than thirty (30) days of the alleged discriminatory action.
2. ***What to File:*** Grievance Form may be obtained from the RTAA reception desk or downloaded from the RTAA website www.renoairport.com A grievance must be in writing and include the following:
 1. The individual's name, address, and telephone number.
 2. A full description of the problem.
 3. A description of what efforts have been made to resolve the issue informally.
 4. A statement of the remedy requested.
3. ***Where to File Grievance:*** The complaint shall be filed with the Compliance Officer at the RTAA administration offices, 2001 E. Plumb Lane, Reno, Nevada 89505, (775) 328-6400 (voice), (775) 328-6428 (fax), or email adacompliance@renoairport.com
4. ***Notice of Receipt:*** Upon receipt of the grievance, the Compliance Officer reviews the grievance for timeliness and appropriateness for this grievance procedure and provides the individual with written notice acknowledging its receipt.
5. ***Investigation:*** The Compliance Officer, or his or her designee, shall promptly initiate an investigation. In undertaking the investigation, the Compliance Officer may interview, consult with and/or request a written response to the issues raised in the complaint from any individual the Compliance Officer believes to have relevant information, including the traveling public and/or, RTAA, airline and tenant employees.

6. **Representation:** The grievant and the party against whom the grievance is directed shall have the right to a representative. The party shall indicate whether he or she is to be assisted by a representative and, if so, the name of that representative. For purposes of this procedure, an attorney is not an appropriate representative.
7. **Findings and Notification:** Upon completion of the investigation, the Compliance Officer will prepare and transmit to the grievant, and to the party against whom the grievance is directed, a final report containing a summary of the investigation, written findings, and a proposed disposition. This transmission will be expected within 45 calendar days of the filing of the formal grievance. The deadline may be extended by the Compliance Office for good cause. The final report shall also be provided, where appropriate, to any RTAA officer whose authority will be needed to carry out the proposed disposition or to determine whether any personnel action is appropriate.
8. **Final Disposition:** The disposition proposed by the Compliance Officer shall be put into effect promptly. The grievant or any party against whom the grievance or the proposed disposition is directed may appeal. The appeal to the Compliance Officer (as set forth below) will not suspend the implementation of the disposition proposed by the Compliance Officer, except in those circumstances where the Chief Operating Officer and/or Vice President of Facilities and Maintenance decides that good cause exists making the suspension of implementation appropriate.

URGENT MATTERS

Whenever the application of any of the time deadlines or procedures set forth in this grievance procedure creates a problem due to the nature of the grievance, the urgency of the matter, or the proximity of the upcoming event, the Compliance Officer will, at the request of the grievant, determine whether appropriate expedited procedures can be fashioned.

REMEDIES

Possible remedies under this grievance procedure include corrective steps, actions to reverse the effects of discrimination or to end harassment, and measures to provide a reasonable accommodation or proper ongoing treatment. As stated above, a copy of the Compliance Officer's report may, where appropriate, be sent to HR Director to determine whether any personnel action should be pursued.

APPEAL

Within ten (10) calendar days of the issuance of the final report, the grievant or the party against whom the grievance is directed may appeal to the President/CEO in regards to the Compliance Officer's determination.

1. An appeal is taken by filing a written request for review with the President/CEO at the RTAA administration offices, 2001 E. Plumb Lane, Reno, Nevada 89502, (775) 328-6400 (voice), (775) 328-6510 (fax).

The written request for review must specify the particular substantive and/or procedural basis for the appeal and must be made on grounds other than general dissatisfaction with the proposed disposition. Furthermore, the appeal must be directed only to issues raised in the formal grievance as filed or to procedural errors in the conduct of the grievance procedure itself, and not to new issues.

The Compliance Officer shall forward the appeal to the President/Chief Executive Officer (CEO), and also provide copies to the other party or parties. If the complaint involves a decision that is being challenged, the review by the Chief Executive Officer (CEO), or his or her designee usually will be limited to the following considerations:

1. Were the proper facts and criteria brought to bear on the decision? Were improper or extraneous facts or criteria brought to bear that substantially affected the decision to the detriment of the grievant?
2. Were there any procedural irregularities that substantially affected the outcome of the matter to the detriment of the grievant?
3. Given the proper facts, criteria, and procedures, was the decision one in which a person in the position as a decision-maker might reasonably have made?

A copy of the President/Chief Executive Officer (CEO) written decision will be expected within thirty (30) calendar days of the filing of the appeal and shall be sent to the parties, the Compliance Officer and, if appropriate, to the RTAA officer whose authority will be needed to carry out the disposition. The deadline may be extended by the Chief Executive Officer (CEO) for good cause. The decision of the Chief Executive Officer (CEO) on the appeal is final.

SIGNATURE AUTHORIZATION

Effective Date: 6/2/17

Marilyn Mora
Marilyn Mora, A.A.E.
President/CEO

6/2/17
Date

Supersedes: Policies and Procedures 300-010
Revised: _____
Revised: _____