

CCAA ADA Complaint Procedure

ADA Coordinator Contact:

Casey Thames
28000 A-1 Airport Road
Punta Gorda, FL 33982
Phone: 941-205-3276
Email: Cthames@flypgd.com

ADA Grievance Process:

The Americans with Disabilities Act (ADA) protects individuals from discrimination on the basis of disability in the services, activities, programs, benefits, and/or facilities of CCAA. This Grievance Procedure is established to meet the requirements of the ADA, and to provide a process to ensure better service to all customers using CCAA facilities. 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, benefits, or facilities of CCAA, tenants, or service providers. The complaint should be in writing and contain information about the alleged discrimination, including name, address, and phone number of Complainant, date, and description of the problem.

To file your grievance, use the [CCAA ADA Complaint Form](#). Alternate means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities, upon request. A separate ADA Complaint Form should be filed for each alleged act of discrimination. The complaint should be submitted by the Complainant, or his/her designee, as soon as possible but no later than 180 days after the alleged violation to:

Casey Thames
Data & Compliance Coordinator, CCAA ADA Coordinator
28000 A-1 Airport Road, Punta Gorda, FL 33982

The ADA Coordinator may also be reached by telephone at 941-205-3276, or by email at Cthames@flypgd.com.

Complaint Procedure:

The complaint is filed using the [CCAA ADA Complaint Form](#). Within five (5) calendar days of receipt of the complaint, a letter acknowledging receipt of the complaint will be transmitted to the Complainant by the ADA Coordinator. The ADA Coordinator will work with appropriate CCAA personnel to investigate the complaint for resolution. Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator will contact or meet with the Complainant to discuss the complaint and the possible resolution.

NOTE: If the Complainant needs access assistance, such as a sign language interpreter, or needs alternate means to file a complaint, such as a personal interview or by tape recording, please contact the ADA Coordinator at 941-205-3276 or at Cthames@flypgd.com. Please be advised that the ADA Coordinator may need a minimum of one (1) weeks' notice to accommodate such a request.

Tenant and Service Providers:

If CCAA's ADA Coordinator finds that an alleged violation involves a tenant or service provider's service, activity, program, benefit, or facility, the ADA Coordinator will notify the appropriate representative of the tenant or service provider, and CCAA's Legal Counsel, of the complaint. The ADA Coordinator will notify the Complainant that the matter is being investigated by the tenant or service provider, and will provide the Complainant with the name, address and telephone number of the tenant or service provider representative. CCAA's ADA Coordinator will request that the tenant or service provider investigate the allegation set forth in the complaint and coordinate the investigation results and resolution with

CCAA. The ADA Coordinator will coordinate the transmittal of the response with the tenant or service provider. The ADA Coordinator will inform CCAA's Legal Counsel and/or other appropriate CCAA Departments of the investigation and resolution.

Resolution of Complaint:

The ADA Coordinator will attempt to resolve complaints within thirty (30) calendar days unless the factual investigation or complexity of the complaint necessitates additional resolution time. Unless additional time is required, within fifteen (15) calendar days after communicating with the Complainant, the ADA Coordinator shall notify the Complainant in writing or, when requested, in an alternate format, of the results of the investigation and options for substantive resolution of the complaint. The response will generally contain the following information:

- Description of the complaint
- Summary of the facts
- Explanation of CCAA's position
- Summary of the resolution option(s)
- Timeframe for resolving the complaint, if applicable

If the complaint is not resolved to the Complainant's satisfaction, Complainant may request a further review of the complaint with CCAA'S Legal's Counsel. Complainant must file this request for further review, in writing, with CCAA's Legal Counsel within fifteen (15) calendar days after receipt of the response from the ADA Coordinator. Complainant must send a copy of the original complaint, the ADA Coordinator's response, and a description of the Complainant's concerns or objections to:

ATTN: Darol Carr
99 Nesbit Street
Punta Gorda, FL 33950

Within fifteen (15) calendar days after receipt of the appeal, CCAA's Legal Counsel, or his/her designee, will contact or meet with the Complainant to discuss the complaint and the possible resolution. Within fifteen (15) days of communicating with the Complainant, CCAA's Legal Counsel, or his/her designee will respond in writing and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint.