

ADA/Section 504 Complaint Procedures

Scope. These procedures are for complaints of discrimination, other than employment discrimination, by Santa Barbara Airport (SBA). They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the SBA facilities based upon disability, including but not necessarily limited to complaints under the Americans with Disabilities Act (ADA)/Section 504. They cover any program or activity administered by SBA.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin (including LEP), sex (including sexual orientation and gender identity), creed, or age has the right to file a complaint with SBA. Alternatively, they can file a formal complaint with an outside agency, such as the U.S. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or seek other legal remedies.

Receipt of Complaint. The Coordinator will log the complaint and promptly send copies of the complaint to the Human Resources Department, the Airport Director, and the office named in the complaint.

Complaints must be filed within 180 days of the discriminatory event, must be in writing, and must be delivered to:

Andrew Bermond, SBA Facilities Manager
1699 Norman Firestone Road
Santa Barbara, CA 93117
(805) 692-6057
ABermond@SantaBarbaraCA.gov

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

Federal Aviation Administration Office of Civil Rights, ACR-1
800 Independence Ave. SW
Washington, D.C. 20591

If a complaint is initially made by phone, it must be supplemented with a written complaint before 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Procedure. The Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, SBA will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. SBA employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.