



ALLEGHENY COUNTY AIRPORT AUTHORITY  
PITTSBURGH INTERNATIONAL AIRPORT  
ALLEGHENY COUNTY AIRPORT

**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 Allegheny County Airport Authority (“ACAA”) or while visiting the Pittsburgh International (“PIT”) or Allegheny County (“AGC”) Airports. The Commonwealth of Pennsylvania under the Pennsylvania Human Relations Act of 1955 and Amended June 25, 1977 prohibits discrimination in employment of all individuals in accordance with their fullest capacities regardless of their race, color, religious creed, ancestry, age, sex, national origin, handicap or disability. The Pennsylvania Human Rights Commission was created to oversee complaints of this nature.

The complaint should be in writing and contain information regarding the alleged discrimination including, but not limited to, the name, address, email address, and phone number of Complainant and the location, date and description of the issue. Alternative 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.

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

Elise Gomez  
Manager, Customer Experience  
ADA Coordinator  
Pittsburgh International Airport  
Landside Terminal, Suite 4000  
P.O. Box 12370  
Pittsburgh, PA 15231-0370  
[EGomez@FlyPittsburgh.com](mailto:EGomez@FlyPittsburgh.com)

Within 15 business days after receipt of the complaint, Elise Gomez or her designee will call or meet with the Complainant to discuss the possible resolutions. Within 15 business days of the call or meeting, a response will be made in writing and where appropriate, in a format accessible to the Complainant, such as large print, Braille, or audio tape. Additional time may be required to respond to Complainant depending upon the factual investigation or complexity of the issue. The response will explain the position of the ACAA and offer options for the resolution of the complaint.

If the response does not satisfactorily resolve the issue, the Complainant or his/ her designee may appeal the decision within 15 business days after receipt of the response to the ACAA Legal Department or its designee to:

ACAA Legal Department  
Pittsburgh International Airport  
Landside Terminal, Suite 4000  
P.O. Box 12370  
Pittsburgh, PA 15231-0370

Within 15 business days after receipt of the appeal, the ACAA Legal Department or its designee will call or meet with the Complainant to discuss the complaint and possible resolutions. Within 15 business days after the call or meeting, the ACAA Legal Department or its designee will respond in writing, and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint. Additional time may be required to respond to Complainant depending upon the factual investigation or complexity of the issue.

All written complaints received by Elise Gomez or her designee, appeals to the ACAA Legal Department or its designee, and the responses from these two offices will be retained by the ACAA for at least three years.