
Charleston Regional Aviation Authority ADA/Section 504 Grievance Procedure

Policy Statement

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act, it is the intent of the Charleston Regional Aviation Authority (CRAA) to provide access to all public facilities, programs and services associated with its operation to all persons with disabilities.

Grievance Procedure

Charleston Regional Aviation Authority (CRAA) has established a grievance procedure for any person who feels that he or she has been subjected to discrimination on the basis of disability in the services, activities, programs, benefits, and/or facilities of the Charleston International Airport (CIA).

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. Complaints may also be submitted using the CRAA ADA Complaint Form located on our website <https://iflychs.com/business/ada-complaint-form-web/> 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.

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

Tyler Welch, ADA Coordinator
Charleston Regional Aviation Authority
5500 International Blvd., Suite #101
Charleston, SC 29418-6911

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will contact or meet with Complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after speaking with Complainant, the ADA coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of CRAA and offer options for resolution of the complaint. The ADA Coordinator will make every effort to complete the investigation within thirty (30) calendar days after the complaint is received. Failure of the complainant to provide the requested information within a reasonable period shall result in the administrative closure of the complaint or a delay in complaint resolution.