Port of Seattle

Seattle-Tacoma International Airport

Americans with Disabilities Act Grievance Procedure

In accordance with Title II of the Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973, Seattle-Tacoma International Airport makes all programs and services associated with its operation accessible to all persons with disabilities. You may choose to file a grievance if you believe that you were denied access to an Airport program or service based on disability. Note that complaints concerning assistive services provided by airlines and their vendors fall under jurisdiction of the U.S. Department of Transportation's Office of Aviation Consumer Protection (OACP) and will be transmitted to the relevant entity for investigation.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation. The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address, location, date, parties involved, description of the incident, proposed accommodation, any relevant photos or attachments and whether you have already filed a grievance about the incident with another government agency such as the U.S. Department of Transportation (DOT) Office of Civil Rights Airport Disability Compliance Program (ADCP). The complainant can use Seattle-Tacoma International Airport's ADA Grievance Webform to file their complaint. ADA Grievance Form is located at https://www.portseattle.org/form/ada-grievance-form. Alternative means of filing complaints, such as personal interviews or audio recording of the complaint, will be made available for persons with disabilities upon request. You may also contact the ADA Coordinator by mail at:

Candace Field
ADA Coordinator
Port of Seattle
PO Box 68727
Seattle, WA 98168

Within 10 business days after receipt, the ADA Coordinator will acknowledge receipt of the complaint via email or alternative contact method provided and initiate an investigation of the complaint. The ADA Coordinator may request additional information from the complainant and if necessary, may meet with complainant by phone or online to discuss the complaint and possible resolutions. Unless additional time is needed for investigation, within 15 business days after acknowledgement of the complaint, the ADA Coordinator will respond in writing, or in a format accessible to the complainant. The response will explain the position of the Agency including referral of complaints regarding airline assistive services, and when a violation is found, offer options for substantive resolution of the complaint, concluding the investigation.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of response to Port General Counsel and Chief Compliance Officer. Unless additional time is needed for review, within 15 calendar days after the appeal, Port General Counsel will respond in writing, or in a format accessible to the complainant, with a final resolution of the complaint.

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