TITLE VI/ADA

Complaint Procedures

This procedure is for complaints of discrimination, other than employment discrimination, by the Orlando Sanford International Airport. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Orlando Sanford International Airport facilities based upon race, creed, color, national origin, gender or disability, including but not necessarily limited to complaints under Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 or the Americans with Disabilities Act (ADA)/Section 504. They cover any program or activity administered by the Orlando Sanford International Airport.

Any person, or his or her representative, who feels that he or she or any specific class of persons has been subjected to discrimination based on their race, creed, color, national origin, gender or disability has the right to file a complaint with the Airport. This procedure does not deny or limit the right of a complainant to file a formal complaint with an outside agency, such as the U.S. Department of Transportation or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

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

Orlando Sanford International Airport
Diversity Coordinator
Michelle C. Telfair
1200 Red Cleveland Boulevard
Sanford, FL 32773
407-585-4019
diversitycoordinator@osaa.net

Complaint forms are located on the Orlando Sanford International Airport's website:
https://flysfb.com/saa/title-vi-complaint-form/

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