



## **TITLE II**

### **AMERICANS WITH DISABILITIES ACT OF 1990**

#### **Complaint Procedures**

These procedures are 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 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 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 or based on their disability has the right to file a complaint with the Airport. These procedures do 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 & Customer Advocacy Coordinator  
Michelle C. Telfair  
1200 Red Cleveland Boulevard  
Sanford, FL 32773  
407-585-4019  
[diversitycoordinator@osaa.net](mailto: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