

## **PUBLIC ADA COMPLAINT PROCEDURE**

Any person who believes that he or she has been discriminated against by the Delaware River and Bay Authority (“Authority”) because of a disability, may file a complaint by using the 24/7 Complaint Hotline at 1-844-420-0044, via web form at [www.lighthouse-services.com/drba](http://www.lighthouse-services.com/drba) or by submitting the attached complaint form by mail to:

Director of Business Operations  
Delaware River and Bay Authority  
2162 New Castle Avenue  
New Castle, DE 19720  
302-571-6300

Counsel  
Delaware River and Bay Authority  
2162 New Castle Avenue  
New Castle, DE 19720  
302-571-6300

For incidents relating to any of the Airports operated by the DRBA, a person may also file a complaint directly with the Federal Aviation Administration, Office of Civil Rights, ACR-1, 800 Independence Avenue, S.W., Washington, DC 20591.

Once a complaint is received, it will be reviewed for completeness and to determine if the Authority has jurisdiction.

The Authority will investigate complaints received no more than 180 days after the alleged incident.

The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the matter has been reviewed, the Authority will advise the claimant that it is either closing the case with no action or that it will take action as a result of the complaint. A closure letter will summarize the complainant’s allegations and the Authority’s investigation, describe any ADA violation found and explain what actions it will take as result of that finding, i.e. additional training or other actions.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter to do so.