

**THE AVIATION AUTHORITY
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
COMPLAINT PROCEDURES**

It is the intent of the Aviation Authority that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity of the Aviation Authority. This procedure applies to complaints of unlawful discrimination based on race, creed, color, national origin, disability, or sex (other than complaints of employment discrimination by the Aviation Authority) by airport employees, contractors, vendors, concessionaries, lessees, or tenants under Title VI relating to any program or activity of the Aviation Authority.

Anyone has a right to file a complaint alleging a violation of Title VI of the Civil Rights Act of 1964 or the Civil Rights Restoration Act of 1987. To address a complaint, individuals may (1) informally resolve the matter; (2) file complaints directly with an appropriate enforcement agency, including the Federal Aviation Administration (FAA); (3) seek private legal counsel; or (4) use the complaint procedure set forth below by filing a complaint with the Aviation Authority's Title VI Coordinator.

Complaints may be submitted by mail, email, or phone to:

**Kelli White
Title VI Coordinator
Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, Florida 32827
Telephone: (407) 825-2663
Title_VI_coordinator@goaa.org**

COMPLAINT PROCEDURE

Step 1: File a complaint with the Aviation Authority's Title VI Coordinator listed above within 180 days of the alleged unlawful discrimination.

A complaint should include the following information: name, address, phone number of complainant (written complaints need to be signed), and as much information as possible regarding the complaint or alleged unlawful discrimination (location, date, a description of the alleged unlawful discrimination, parties involved, any witnesses); and suggested corrective action. If the complaint is initially made by phone, it must be supplemented with a written complaint.

Step 2: Aviation Authority's Title VI Coordinator will conduct a preliminary investigation of the complaint within ten (10) calendar days of receipt. Within fifteen (15) calendar days of receipt, Aviation Authority's Coordinator will forward to the FAA

Regional Office a copy of the written complaint, together with a statement describing all actions taken to resolve the matter and the results thereof, if any.

The Title VI Coordinator will attempt to discuss the issues with the complainant and the alleged discriminating party and will attempt to resolve the complaint informally. If the Coordinator determines further investigation is warranted, the Title VI Coordinator may meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the Title VI Coordinator shall respond with a final written response, within sixty (60) calendar days after the complaint has been received. When requested, the final response will be provided in a format accessible to the parties.

Step 3: If the Coordinator's final response does not satisfactorily resolve the matter, the complainant may appeal the response, in writing to the Chief Executive Officer, Greater Orlando Aviation Authority, Orlando International Airport, One Jeff Fuqua Boulevard, Orlando, FL 32827.

The complainant shall file the appeal, including a detailed description of its basis, not later than thirty (30) days after receipt of the Title VI Coordinator's final response. The Aviation Authority's appeals officer will review the matter, may attempt to contact the complainant to discuss the matter, and shall respond, with a final resolution of the complaint, within forty-five (45) business days of the receipt of the appeal. The decision of the appeals officer shall constitute the final resolution of the matter.