



Title VI Complaint Procedures

These procedures are for complaints of discrimination, other than employment discrimination, by the Juneau International Airport. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Juneau International Airport facilities based upon race, creed, color, national origin, sex, or age including but not necessarily limited to complaints under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. They cover any program or activity administered by the Juneau International Airport.

Any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, or sex 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 by one of the following:

By mail to: Juneau International Airport
Attn: Airport Manager (Title VI Coordinator)
1873 Shell Simmons Drive, Suite 200
Juneau, AK 99801

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

1. If a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant within ten (10) business days.
2. Upon the receipt of a written complaint, the Airport will investigate and attempt an early resolution.
3. Within 15 days of receiving a written complaint, the Title VI Coordinator will forward a copy of the complaint to the FAA Airport Nondiscrimination Compliance Program Team, along with a statement describing all actions taken to resolve the matter and the results of such actions.

4. The Title VI Coordinator will make every effort to complete discrimination complaint investigations with sixty (60) calendar days after the written complaint is received, but recognizes that some investigations may take longer. The Title VI Coordinator will document each investigation in an investigation report.
5. Upon completion of the investigation, the Title VI Coordinator will issue either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was no finding of a Title VI violation and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings and explains whether any disciplinary action, additional training, or other action will occur.
6. If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to the Federal Aviation Administration - Office of Civil Rights. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter.
7. Copies of the complaint, summary of the investigation report, any response, and the Airport's decision letter(s) will be sent to the FAA.

Title VI Complaint Form

The Juneau International Airport is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Additionally, 49 U.S.C. § 47123 prohibits recipients of U.S. Department of Transportation financial assistance from engaging in discrimination based on sex or creed. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact the Title VI Coordinator.

Complete this form, print it, sign it, and mail, to:

Juneau International Airport
ATTN: Airport Manager (Title VI coordinator)
1873 Shell Simmons Drive, Suite 200
Juneau, AK 99801

Complainant Information

Complainant Name	Email Address
Address	City/State/Zip
Home Phone (including area code)	Business/Alternate Phone (including area code)

Please check the reason(s) for which you believe you were discriminated:

- Race
- Color
- National Origin
- Creed
- Sex
- Age

Airport Service, Program, Opportunity or Activity Allegedly in Violation:

Description of Service, Program, Opportunity, Benefit or Activity (if traveling, indicate Airline used)
Description of Alleged Violator (Airport, Tenant, Concessionaire, Contractor, Other)
Description of Alleged Violation and Requested Remedy
Has this case been filed with the Department of Justice or other government agency or court?

If You Answered "Yes" to the Previous Question, Complete the Following:

Agency or Court	
Contact Person	
Address	City/State/Zip
Phone (include area code)	Date Filed (mm/dd/yyyy)
Other Comments	

Complainant Signature: _____ Date: _____