

Airport Nondiscrimination Compliance Program

Complaint Processes



Federal Aviation
Administration

Office Of Civil Rights

ACHIEVING SAFETY
THROUGH DIVERSITY

Presented to: NCRTC Attendees

Date: July 17, 2019

Partners at Airports

- Airport Sponsors
- Federal Aviation Administration (FAA)
- Department of Transportation (DOT)
- Equal Employment Opportunity Commission (EEOC)
- Transportation Security Administration (TSA)

Title VI Discrimination Complaints

- General Authority – 49 CFR § 21.11(b)
- DOT Order 1000.18 – Administrative Complaint Process
- Timeliness – 180 days
- Intimidation and Retaliation Prohibited
- Notification – 49 CFR § 21, Appendix C(b)(2)



Title VI Discrimination Complaints, cont.

- Complaints on airport property
- Complaints against tenants or contractors
- Complaints based on employment practices
- Complaints against airlines
 - On the airplane
 - Asst. General Counsel for Aviation & Proceedings,
Aviation Consumer Protection Division
 - Not on the airplane



Title VI Discrimination Complaints, cont.

- Collect complaints from staff and tenants
- Preliminary review and attempt at resolution
- Forward to FAA within 15 days of receipt
 1. Copy of written complaints
 2. Statement describing actions taken to resolve
 3. Results thereof
- Notice of right to file directly with FAA



Title VI Discrimination Complaints, cont.

- Promptly investigate
- Follow-up (if applicable)
- Closure letter
- Voluntary compliance
- Appeals process for complaints



FAA Title VI Program Staff

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