

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 COMPLAINT PROCEDURE

Policy Statement

Orlando Sanford International Airport assures that no person shall on the grounds of race, color, national origin or sex as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any program or activity. The Orlando Sanford International Airport further assures that every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not.

Awards of contracting, concessionaires, and leases are made without regard for race, color, national origin or sex. Sanford Airport Authority requires Title VI assurances from each tenant, contractor and concessionaire providing a service, activity or service facility at the airport under lease or contract. Sanford Airport Authority also requires that such tenants, contractors and concessionaires require Title VI assurances of their subcontractors.

Title VI 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 race, creed, color, national origin, or sex, 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 Orlando Sanford 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: Orlando Sanford International Airport:

Diane Crews
President and Chief Executive Officer
Title VI Coordinator
1200 Red Cleveland Boulevard
Sanford, FL 32773
407-585-4000

A Title VI Complaint form is located on the Orlando Sanford International Airport's website: www.osaa.net

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. The Title VI Coordinator will work with the Airport Nondiscrimination Compliance Program Team during this process.
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 Orlando Sanford International Airport Title VI Coordinator. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter.