

Department of Aviation at Dallas Love Field (DAL)

Title VI Complaint Policy, Procedures, and Complaint Form

Department of Aviation at Dallas Love Field (DAL) hereby gives public notice that it is the Department of Aviation at Dallas Love Field's (DAL) policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, sex, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any airport Federal Aid program or other activity for which Department of Aviation at Dallas Love Field (DAL) receives Federal financial assistance.

Title VI of the 1964 Civil Rights Act and its statues provide that no person, in the United States, shall on the grounds of race, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. It requires recipients of federal funding to take reasonable steps to ensure "meaningful" access to the information and services they provide. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal aid recipients, sub-recipients, and contractors whether such programs and activities are federally assisted or not.

The Department of Aviation at Dallas Love Field (DAL) assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Department of Aviation at Dallas Love Field (DAL) sponsored program or activity. The Department of Aviation at Dallas Love Field further assures every effort will be made to ensure non-discrimination in all its programs and activities, whether those programs and activities are federally funded or not.

Any patron of airport services, programs or activities who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Department of Aviation at Dallas Love Field (DAL). Any such complaint must be in writing and filed with the Department of Aviation at Dallas Love Field (DAL) Title VI Coordinator within one hundred, eighty (180) days following the date of the alleged discriminatory occurrence. The Title VI Complaint Policy, Procedure and Complaint Forms attached to this exhibit may be obtained from the Department of Aviation at Dallas Love Field (DAL) at no cost to the complainant by contacting the Airport Communications Center at 214.670.LOVE or by visiting the website link: <http://www.dallas-lovefield.com/title-vi.html>.



Dallas Airport System

**TITLE VI COMPLAINT POLICY
PROCEDURES & COMPLAINT FORM**

DEPARTMENT OF AVIATION
DALLAS LOVE FIELD

Introduction

The City of Dallas, and the Department of Aviation (AVI), as a recipient of Federal funding for the operation of its airport system, assures full compliance with the prohibitions defined in Title VI of the Civil Rights Act of 1964, as amended, and its related statutes and regulations to ensure that no person shall, on the grounds of race, religion, color, sex, national origin, age or disability, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any airport program or other activity administered by the Department of Aviation, regardless of the funding source. These prohibitions extend to any and all business relationships established with tenants, contractors, sub-contractors, consultants, concessionaries, transportation providers, and other airport service providers.

The policy and procedures described therein provide the process by which complainants alleging discrimination in airport services, programs or activities are to follow in filing a complaint. These procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination. This policy pertains only to public patrons of airport services, activities and programs (non-employees). Any patron who believes they have been subjected to an unlawful discriminatory practice by the airport system or by any airport service provider (i.e., tenants, contractors, sub-contractors, consultants, etc.) under Title VI has a right to file a formal complaint with the Dallas Airport System. Any such complaint must be in writing. AVI will not officially act or respond to complaints made verbally.

AVI Title VI Discrimination Complaint Forms are included as a part of this information packet and follow the procedures described here. Printed copies of the complaint forms may be obtained at no cost by contacting the Airport Communications Center (ACC) at 214-670-LOVE (5683). Forms are also available via the DAL website <http://www.dallas-lovefield.com/> under the Title VI Compliance link. If you require assistance completing the forms or have questions regarding complaint procedures, please contact the ACC.

Any airport service provider (tenant, concessionaire, contractor, consultant, etc.) who receives a Title VI complaint **MUST** notify the ACC and the Title VI coordinator immediately upon receipt of the complaint. The City of Dallas will follow the protocol established by the Federal Aviation Administration (FAA) for processing Title VI discrimination complaints. AVI will forward, within fifteen (15) days of receipt, a copy of each Title VI complaint received, and notification of any actions taken regarding the complaint.

When to File

A complaint of discrimination must be filed within 180 calendar days of the alleged act of discrimination, or discovery thereof; or where there has been a continuing course of conduct, the date on which that conduct was discontinued. Filing means a written complaint must be postmarked before the expiration of the 180-day period. The filing date is the date you complete, sign, and mail the complaint form. The complaint form and consent/release form must be dated and signed for acceptance. Complaints received more than 180 days after the alleged discrimination will not be processed and will be returned to the complainant with a letter explaining why the complaint could not be processed and alternative agencies to which a report may be made.

Where to File

In order to be processed, signed original complaint forms must be mailed to:

City of Dallas - Department of Aviation
Attn: Title VI Coordinator
7555 Lemmon Ave, Dallas, TX 75209

Or hand delivered to:
Department of Aviation Administration Office
7555 Lemmon Ave.
Dallas, TX 75209

Upon determination that the criteria for a complaint is met, a copy of the complaint will be forwarded to:

Federal Aviation Administration
Office of Civil Rights, ACR - 4
Rockaway Blvd, Room 217
Jamaica, N.Y. 11434

Required Elements of a Complaint

In order to be processed, a complaint must be in writing and contain the following information:

- Name, address and phone number of the complainant.
- Name, address and contact information of the person filing a complaint on behalf of the complainant due to the complainant's disability or limited English proficiency.
- Name(s) and address(es) and business(es)/organization(s) of person(s) who allegedly discriminated.
- Date of alleged discriminatory act(s).
- Basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability).
- A statement of complaint.
- Signed consent release form.

Incomplete Complaints

Upon initial review of the complaint, the Title VI Coordinator will ensure that the form is complete and that any initial supporting documentation is provided. Should any deficiencies be found, the Title VI Coordinator will notify the complainant within 10 working days. If reasonable efforts to reach the complainant are unsuccessful or if the complainant does not respond within the time specified in the request (30 days), AVI may close the complainant's file. The complainant may resubmit the complaint provided it is re-filed within the original 180-day period.

Should the complaint be closed due to lack of required information, AVI will notify the complainant at their last known address. In the event the complainant submits the missing information after the file has been closed, the complaint may be reopened provided it has not been more than 180 days since the date of the alleged discriminatory action.

Records of Complaints

The Title VI Coordinator will keep a record of all complaints received. The log will include such information as:

- Basic information about the complaint such as when it was filed, who filed it, and who it was against.
- A description of the alleged discriminatory action.
- Findings of the investigation.

Complaint Process Overview

The following is a description of how a discrimination complaint will be handled once it is received by AVI.

1. A complaint is received by AVI:

Complaints must be in writing and signed by the complainant or their designated representative. If the complainant is unable to complete the form in writing due to disability or limited-English proficiency, upon request reasonable accommodations will be made to ensure the complaint is received and processed in a timely manner.

Complainants wishing to file a complaint that do not have access to the Internet or the ability to pick up a form will be mailed a complaint form to complete. The complainant will be notified if the complaint form is incomplete and asked to furnish the missing information. AVI will notify the FAA within fifteen (15) days of receiving the completed complaint that a complaint has been received.

2. Complaint is logged into tracking database:

Completed complaint forms will be logged into the complaint tracking database; basic data will be maintained on each complaint received, including name of complainant, contact information, name and organization of person(s) who allegedly discriminated, date of alleged discriminatory act(s), basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability), and description of the alleged discriminatory action. Once the investigation is complete, the findings of the investigation will be logged into the complaint tracking database.

3. Determine Eligibility:

Within 10 calendar days of the receipt of the complaint, the AVI Title VI Coordinator will complete an initial review of the complaint. The purpose of this review is to determine if the complaint meets basic criteria.

Criteria required for a complete complaint:

- The activity in which the alleged discrimination occurred will be examined to ensure that AVI is the appropriate entity that the complaint should be filed with. During this process, if a determination is made in which the program or activity that the alleged discrimination occurred is not conducted by AVI or an entity who receives federal financial assistance through AVI (i.e., Contractors, Sub-contractors, or Concessionaires), every attempt will be made to establish the correct entity. Whenever possible, and assuming consent was granted on the Consent/Release form, the complaint will be forwarded to the appropriate entity.
- Basis of alleged discrimination (i.e., race, religion, color, national origin, sex, age or disability). Determination of timeliness will also be made to ensure that the complaint was filed within the 180-day time requirement.

The AVI Title VI Coordinator will confer with the Director of Aviation on the determination of a complete complaint and on any deferrals to other agencies. Once the Title VI Coordinator completes an initial review of the complaint and determines that the criteria for a complete complaint is met, AVI will forward the complaint to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.

4. Initial written notice to complainant:

Within 10 working days of the receipt of the complaint, AVI will send notice to the complainant confirming receipt of the complaint; if needed the notice will request additional information, notify complainant that the activity is not related to an AVI program or activity, or does not meet deadline requirements. Conclusions made in step three will determine the appropriate response to the complaint. If any additional information is needed from the complainant, it will be communicated at this point in the process.

5. Investigation of complaint:

The Title VI Coordinator will confer with the Director of Aviation to determine the most appropriate fact-finding process to ensure that all available information is collected in an effort to reach the most informed conclusion and resolution of the complaint. The type of investigation techniques used may vary depending on the nature and circumstances of the alleged discrimination. An investigation may include but is not limited to:

- Internal meetings with AVI Executive staff and the City Attorney's office (legal counsel).
- Consultation with state and federal agencies.
- Interviews of complainant(s).
- Review of documentation.
- Interviews and review of documentation with other AVI entities involved.
- Review of technical analysis methods.
- Review of demographic data.

6. Determination of investigation:

An investigation will be completed within 60 days of receiving the complete complaint, unless the facts and circumstances warrant otherwise. A determination will be made based on information obtained. The Title

VI Coordinator, Director of Aviation and/or designee will render a recommendation for action, including formal and/or informal resolution strategies in a report of findings to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.

7. Notification of determination:

Within 10 days of completion of an investigation, the complainant will be notified by the AVI Department Director of the final decision. The notification will advise the complainant of his/her appeal rights with state and federal agencies if he/she is dissatisfied with the final decision. A copy of this letter, along with the report of findings, will be forwarded to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance, for information purposes.



**AVI TITLE VI
COMPLAINT FORM**

Please read the information on this page before you begin.

The City of Dallas, Department of Aviation (AVI), as a recipient of federal financial assistance and under Title VI of the Civil Rights Act of 1964 and related statutes, ensures that no person shall, on the grounds of race, religion, color, national origin, sex, age or disability be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any agency programs or activities. These prohibitions extend from the Department of Aviation as a direct recipient of federal financial assistance, to the business relationships established with contractors, sub-contractors, concessionaires, consultants, etc. All programs funded in whole or in part from federal financial assistance are subject to Title VI requirements.

AVI is required to implement measures to ensure that persons with limited-English proficiency or disability have meaningful access to the services, benefits and information of all its programs and activities under Executive Order 13166. Upon request, assistance will be provided if you are limited-English proficient or disabled. Complaints may be filed using an alternative format if you are unable to complete the written form. If you require assistance in completing this form, please contact the Airport Communications Center (ACC) at 214-670-LOVE (5683).

The filing date is the day you complete, sign, and mail this complaint form. Your complaint must be filed no later than 180 calendar days from the most recent date of the alleged act of discrimination. The complaint form and consent/release form must be dated and signed for acceptance. You have 30 calendar days to respond to any written request for information. Failure to do so will result in the closure of the complaint.

Submit the forms by mail to:

Department of Aviation - City of Dallas
Attn: Title VI Coordinator
7555 Lemmon Ave
Dallas, TX 75209

Or in Person at:
Department of Aviation - Administration Office
7555 Lemmon Avenue
Dallas, TX 75209

If you have any questions or need additional information, please call (214) 670-LOVE (5683).



**AVI TITLE VI
COMPLAINT FORM**

Please read the information on this page before you begin.

1 _____
First Name MI Last Name

Street Address City State Zip Code

Telephone Number Email Address

Please identify the entity you believe discriminated against you

2 _____
Name of Person & Position / Title

Name of Business / Organization

Street Address City State Zip Code

Name of Airport Service, Program, Activity, Vendor Contractor, Consultant, etc.

When did the alleged act(s) of discrimination occur? Please list dates/times

3 _____
Date(s):

Is the alleged discrimination ongoing? Yes No

Where did the alleged act(s) of discrimination occur? (Attach additional pages as necessary)

4 _____
Name of Location

Please indicate the basis of your grievance of discrimination:

5

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Race | <input type="checkbox"/> Color: |
| <input type="checkbox"/> National Origin: | <input type="checkbox"/> Sex: |
| <input type="checkbox"/> Age: | <input type="checkbox"/> Disability: |
| <input type="checkbox"/> Religion: | |

6

Describe in detail the specific incident(s) that is the basis of the alleged discrimination. Please describe each incident of discrimination separately. Attach additional pages as necessary.

If applicable, please explain how other persons or groups were treated differently by the alleged Violator (entity identified in question #2) who discriminated against you.

If applicable, please list, describe and attach all supporting documents, e-mails, or other records and materials pertaining to your complaint.

Please list and identify any witness(es) to the incidents or persons who have personal knowledge of information pertaining to your complaint.

Have you previously reported or otherwise complained about this incident or related acts of discrimination? If so, please identify the individual to whom you made the report, the date on which you made the report, and the resolution. Please provide supporting documentation.

Has this complaint been filed with the Department of Justice or any other State or Federal agency?
If yes, please identify the date filed and the agency filed with.

Please provide any additional information about the alleged discrimination.

7 If someone will be assisting you in the complaint process, please provide his/her name and contact information.

First Name	MI	Last Name	
Name of Business	Position/Title	Telephone Number	
Street Address	City	State	Zip Code

8 This complaint form must be signed and dated in order to address your allegations. Additionally, this office will need your consent to disclose your name, if needed, in the course of our investigation. The Discrimination Complaint Consent / Release form is attached. If you are filing a complaint of discrimination on behalf of another person, our office will also need this person's consent.

I certify that to the best of my knowledge the information I have provided is accurate and the events and circumstances are as I have described them. I also understand that if I will be assisted someone I have authorized on my behalf, my signature below authorizes the named individual to receive copies of relevant correspondence regarding the complaint and to accompany me during the investigation.

Signature

Date



**AVI TITLE VI
COMPLAINT FORM CONSENT/RELEASE**

Please read the information on this page before you begin.

1

First Name

MI

Last Name

Street Address

City

State

Zip Code

Telephone Number

Email Address

As a complainant, I understand that in the course of an investigation it may become necessary for the Department of Aviation to reveal my identity to persons at the entity under investigation. I am also aware of the obligations of the Department of Aviation to honor requests under the Freedom of Information Act. I understand that as a complainant I am protected from retaliation for having taken action or participated in action to secure rights protected by nondiscrimination statutes and regulations which are enforced by the Federal Aviation Administration (FAA) of the U.S. Department of Transportation.

Please check one:

I CONSENT and authorize the Department of Aviation (AVI), as part of its investigation, to reveal my identity to persons at the entity, which has been identified by me in my formal complaint of discrimination. I also authorize AVI to discuss, receive and review materials and information about me from the same and with appropriate administrators or witnesses for the purpose of investigating this complaint. In doing so, I have read and understand the information at the beginning of this form. I also understand that the material and information received will be used for authorized civil rights compliance activities only. I further understand that I am not required to authorize this release and do so voluntarily.

I DENY CONSENT to have the Department of Aviation (AVI), reveal my identity to persons at the organization, business, or institution under investigation. I also deny consent to have AVI disclose any information contained in the complaint with any witnesses I have mentioned in the complaint. In doing so, I understand that I am not authorizing AVI to discuss, receive, nor review any materials and information about me from the same. In doing so, I have read and understand the information at the beginning of this form. I further understand that my decision to deny consent may impede this investigation and may result in the unsuccessful resolution of my case.

Signature

Date