

**METROPOLITAN AIRPORTS COMMISSION
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
COMPLAINT PROCEDURE**

It is the intent of the Metropolitan Airports Commission (MAC) 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 MAC. 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 MAC) by airport employees, contractors, vendors, concessionaries, lessees, or tenants under Title VI relating to any program or activity of MAC.

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 FAA at their address below, (3) seek private legal counsel, or (4) use the complaint procedure set forth below by filling a complaint with MAC's Title VI Coordinator.

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

**Tekia S. Jefferson
Title VI Coordinator
Metropolitan Airports Commission
Minneapolis-St. Paul International Airport
6040 28th Avenue South
Minneapolis MN 55450
612-726-8196
tekia.jefferson@mspmac.org**

Written complaints may also be filed directly with the Federal Aviation Administration (FAA):

**Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591**

Pursuant to the Minnesota Government Data Practices Act, data collected by MAC is public data unless identified otherwise by law. Information collected under this procedure will be shared with FAA and may be subject to public disclosure as required by law. Data collected will also be shared as needed to resolve the complaint, and/or as need to investigate the allegations. The complainant may refuse to provide any of the information requested in this complaint procedure; however, refusal to provide information may prevent satisfactory resolution of the alleged unlawful discrimination. Federal regulations on unlawful discrimination are available for review in the *Airport Manager's Office*.

The Title VI Coordinator will make every effort to obtain early resolution of complaints at the lowest level possible. The option of informal meetings between the affected parties and appropriate parties may be utilized for resolution.

Complaint Procedure

Step 1: File a complaint with MAC'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. Upon request, MAC will make available tape recorders and/or assistance for persons with visual or motor impairments, and TDDS and/or Qualified Sign Language Interpreters for deaf or hearing-impaired persons as necessary for filing a complaint.

Step 2: MAC's Coordinator will conduct a preliminary investigation of the complaint within ten (10) calendar days of receipt. Within fifteen (15) calendar days of receipt, MAC'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 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 Coordinator may meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the 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 it, in writing, to the Assistant Director of Customer Experience, Metropolitan Airports Commission, MSP International Airport, 4300 Glumack Drive, LT-3000, St. Paul, MN 55111-3010.

The complainant shall file the appeal, including a detailed description of its basis, no later than thirty (30) days after receipt of the Coordinator's final response. MAC'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 MAC resolution of the matter.