

Title VI Complaint Process

These procedures are for complaints of discrimination, other than employment discrimination, by the Colorado Springs Airport. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Colorado Springs Airport or at Colorado Springs Airport facilities based upon race, creed, color, national origin, or gender, 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 Colorado Springs Airport.

Any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, or gender 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: Colorado Springs Airport
Attn: Title VI Coordinator
7770 Milton E. Proby Parkway, Suite 50
Colorado Springs, CO 80916

OR

By email to: djackson@springsgov.com

Complainants may also file a written complaint directly with the FAA

By mail to: Federal Aviation Administration
Office of Civil Rights
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 Regional Office in which the Airport is located, 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 Regional Civil Rights Program Manager 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 Director of Aviation. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter. The Director of Aviation will issue a final written decision in response to the appeal within thirty (30) business days. The Director of Aviation's decision is final.
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 Colorado Springs 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, creed or religion. 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, or email to:

Colorado Springs Airport
Attn: Title VI Coordinator
7770 Milton E. Proby Parkway, Suite 500
Colorado Springs, CO 80916
E-mail: DJackson@springsgov.com

Complainant Information

Complainant Name	Email Address		
Address	City	State	Zip Code
Home Phone (include area code)	Business Phone (include area code)		

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

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Race | <input type="checkbox"/> Age |
| <input type="checkbox"/> Color | <input type="checkbox"/> Sex |
| <input type="checkbox"/> National Origin (Limited English Proficiency) | <input type="checkbox"/> Disability |
| <input type="checkbox"/> Creed | |

Airport Service, Program, Opportunity or Activity Allegedly in Violation

Description of Service, Program, Opportunity or Activity (if traveling, indicate Airline used)	OR	Description of Service, Benefit or Encounter (Limited English Proficiency only)	
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 Code
Phone (include area code)		Date Filed (mm/dd/yyyy)	
Other Comments			

Signature _____

Date _____