



## Title VI/Nondiscrimination Complaint Procedure

If a complaint is initially made by phone, it must be supplemented with a written complaint within thirty (30) business days after the alleged discriminatory event. Accommodation will be provided upon request to individuals unable to file a written complaint due to disability. Upon request, LRMAC will make available language assistance for persons with limited English proficiency or other assistance as necessary for filing a complaint.

The Title VI Coordinator will promptly investigate all complaints while taking reasonable measures to preserve any confidential information. An investigating officer, along with a neutral party when needed, will identify and review relevant documents, practices, and procedures and interview individuals with knowledge of the alleged violation.

At a minimum, the investigating officer will:

- Identify and review all relevant documents, practices, and procedures.
- Identify and interview people with knowledge of the Title VI violation, i.e., the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity, or anyone with relevant information.
- The Title Coordinator will attempt to discuss the issues with the complainant and the concerned LRMAC department(s) and/or providers and will attempt to resolve the complaint informally.

Upon completion of the investigation, the Title VI Coordinator will create a final report, including a narrative description of the incident, findings, recommendations, and any corrective actions that need to be taken. The report will be provided to the complainant, the LRMAC department(s), and/or the provider. If a Title VI violation is found, immediate remedial steps will be taken and recommended corrective actions will be conveyed to the relevant provider if applicable. The investigation process and final report should not exceed sixty (60) calendar days. Timing might vary if additional relevant information is received or if the complaint is filed with both LRMAC and an external entity simultaneously.

The Title VI Coordinator shall maintain a log of all Title VI complaints received, including the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint. In case of a Title VI complaint in the form of a lawsuit, LRMAC's Attorney will handle the investigation.

Copies of each Title VI complaint, a summary of the investigative report, any response, and the Airport's transmittal letter to the complainant will be provided to the Federal Aviation Administration.

LRMAC's Title VI Policy and Complaint Procedure documents, available in English and Spanish, can be translated into other languages upon request.



## **Title VI Complaint Instructions and Forms**

To file a Title VI discrimination complaint, submit the Title VI complaint form (English or Spanish) along with a letter or other document describing your complaint to LRMAC's Title VI Coordinator:

Little Rock Municipal Airport Commission  
ATTN: Kim Hubbard, Title VI Coordinator  
1 Airport Road  
Little Rock, AR 72202

or by email: [TitleVI@clintonairport.com](mailto:TitleVI@clintonairport.com)

### **When filing your complaint, please include the following information:**

1. Name, address, daytime phone number, and email address.
2. The basis for complaint, i.e., race, color, national origin, sex, religion, creed, or disability, etc.
3. A description of the incident that led the complaint to feel that discrimination was a factor: i.e., denial of access to services, programs, or benefits, reasonable accommodation, language services, etc.
4. The date(s) the action(s) in question took place.
5. The lessees, tenants, concessionaires, or contractors accused of discrimination.
6. The names of the individuals accused of discrimination.
7. The names and daytime phone numbers of any witnesses to the alleged discriminatory action.
8. A detailed explanation of the sequence of events that you believe to be discriminatory.

### **Filing Deadline:**

Time is crucial when filing a complaint with LRMAC's Title VI Coordinator. Complaint letters must be submitted within ninety (90) calendar days from the date of the discriminatory action.