

NONDISCRIMINATION POLICY AND COMPLAINT PROCEDURE

POLICY

Milwaukee County Ordinance 4.21, requires Milwaukee Mitchell International Airport to comply with the nondiscrimination requirements of Title 49, Code of Federal Regulations, Department of Transportation; Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, as amended, that prohibits discrimination based on race, color, or national origin. The airport sponsor and any of the airport lessees, concessionaires, or contractors may not differentiate between members of the public because of race, color, national origin, sex, creed, or handicap in restaurant facilities, restrooms, or facilities operated under the compatible land use concept. The airport sponsor and any of its lessees, concessionaires, or contractors must offer to their employees and all members of the public the same degree and type of service without regard to race, color, national origin, sex, creed, or handicap. This rule applies to fixed base operators, restaurants, snack bars, gift shops, ticket counters, baggage handlers, car rental agencies, limousines and taxis franchised by the airport sponsor, insurance underwriters, and other businesses catering to the public at the airport.

COMPLAINT PROCEDURE

Any person who believes that he/she has been discriminated against because of race, color, national origin, sex, creed, or handicap may file a complaint with the airport sponsor. All complaints should be forwarded to the Airport Director within 180 days of the discriminatory act. This complaint procedure is posted on the airport website at www.mitchellairport.com and is also available at the traveler's aid desk in order to be shared with airport patrons and airport employees. The complaint procedure is as follows:

1. Complainant presents a written complaint to airport administration by email through info@mitchellairport.com, Attention: Airport Director; FAX to 414.747.4525 Attention: Airport Director or mail: Airport Administration, Milwaukee Mitchell International Airport, 5300 S Howell Avenue, Milwaukee, WI 53207, Attention: Airport Director. The written complaint must contain the following information:
Complainant Name, Address, Telephone Number, email address.
A statement of the perceived discrimination actions
Identification of the person(s) and/or business(es) involved in the discriminatory act(s)
Identification of witnesses (if any)
2. The Airport Director notifies the complainant in writing that the complaint has been received and is being taken seriously and that Airport staff will be contacting him/her for further information about the complaint and that the complainant also has the right to file a complaint directly to the FAA at:
Federal Aviation Administration
Office of Civil Rights, ACR-1 800
Independence Ave. SW. Washington,
D.C. 20591

3. The Airport Director notifies the alleged discriminating party that the complaint is under investigation, that such complaints are taken seriously, that their cooperation is expected, and that judgment will be withheld until a determination is made.
4. The Airport Director assigns the complaint to the Title VI Coordinator who is charged with the investigation of the complaint, which includes but is not limited to, contact with complainant by telephone, mail, and/or in person, and, related party interviews and/or site visits, to conducts the initial investigation within ten (10) working days of receipt of the complaint.
5. Within 15 days of receipt of the complaint, the Title VI Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter and the results thereof to the FAA Office Civil Rights.
6. The Title VI Coordinator will meet with the complainant or follow up with the complainant by telephone or email in order to clarify issues and obtain any additional information. When the investigation is complete, a written report is prepared. The report is done in conjunction with County Corporation Counsel. The formal report and response is forwarded to the complainant.
7. If complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the Airport Director. The written appeal must be received within 10 business days.
8. The Airport Director issues a final written decision in response to the appeal.
9. Copy of final decision and all pertinent documents are sent to the FAA, Office of Civil Rights.

Reports - Part 21, Appendix C (b) (3) - Each airport recipient subject to Part 21 shall, within 15 days after they receive it, forward to the External Program Manager at FAA, a copy of each written complaint charging discrimination because of race, color, national origin, sex or creed, by any person subject to this Part 21, together with a statement describing all actions taken to resolve the matter, and the results thereof. Did the recipient forward to the Director, Eastern, New England Region and Airport Non-Discrimination Compliance, within 15 days after receipt, a copy of each written complaint charging discrimination because of race, color, national origin, sex or creed by the recipient or any tenant, contractor or concessionaire who provides any activity, service or facility at the airport under lease, contract with or franchise from the recipient?

Findings

The airport has not received any Title VI complaints to date. However, the airport has created a complaint procedure to process future Title VI complaints. The airport complaint process is as follows:

- 1) Upon receipt of the complaint, Airport staff will immediately investigate and attempt an early resolution.
- 2) If no resolution, proceed with a formal written complaint addressed to the Airport Director.
- 3) Within 15 days of receipt of the complaint, the Title VI Coordinator will forward a copy of the complaint and a statement describing all actions taken to resolve the matter and the results thereof to the FAA Office Civil Rights.
- 4) The Title VI Coordinator will meet with the complainant to clarify issues and obtain any additional information. When the investigation is complete, a written report is prepared. The report is done in conjunction with County Corporation Counsel. The formal report and response is forwarded to the complainant.
- 5) If complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the Airport Director. The written appeal must be received within 10 business days.
- 6) The Airport Director issues a final written decision in response to the appeal
- 7) Copies of all documents are sent to the FAA.

Recommended Actions

1. The airport should identify where this complaint procedure will be available to the public and employees, e.g. website, Traveler's Aide Desk etc.
2. The airport should include in this procedure that all complaints should be forwarded to the Title VI Coordinator within 180 days of the discriminatory act.
3. The airport should establish a time frame for when the written report is provided to the complainant.
4. The airport should provide the FAA Office of Civil Rights a copy of the finalized complaint procedure that incorporates the changes above.
5. The airport's process indicates that it will "meet" with complainants in the event of a Title complaint. The airport should amend this step to account for complainant's who are not local and are unable to meet in person.