



### **Title VI and ADA/504 Complaint Form**

Use this form to file a complaint if you believe the Appleton International Airport, its airport operators and their lessees, tenants, concessionaires or contractors have discriminated against you because of race, color, national origin, or disability in access to public services and employment opportunities.

**Instructions:** Complete this form in its entirety and mail, hand deliver or e-mail it to:

Appleton International Airport  
Attn: Airport Title VI/Disability Coordinator – Katie Horan  
W6390 Challenger Drive, Suite 201  
Appleton, WI 54914  
[khoran@atwairport.com](mailto:khoran@atwairport.com)  
(920) 832-1840

#### **Complainant Information**

Name	E-mail Address
Address	City, State, Zip
Home Phone (include area code)	Business phone (include area code)

#### **Person (if different than complainant) asserting Title VI or ADA/Section 504 violation**

Name	E-mail Address
Address	City, State, Zip
Home Phone (include area code)	Business phone (include area code)

**Details of Alleged Violation**

<b>Date and time violation occurred (mm/dd/yyyy)</b>	<b>Location</b>
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**Description of organization you believe has discriminated including name and address (Airport, Tenant, Concessionaire, Contractor, Other)**

**Description of Violation**

**Description of encounter (if complaint concerns failure to provide services to person(s) with Limited English Proficiency)**

**Supporting contacts/witnesses – list any person(s) whom we may contact for additional information to support your complaint (attach additional sheets if necessary)**

**Has this case been filed with the Department of Justice or other Government Agency or court?**

**If yes to field above, please list agency or court**

**If yes to field above, please list contact information including name, address, and phone**

**Other Comments**

Signature \_\_\_\_\_

Date \_\_\_\_\_

A copy of all Title VI complaints will be forwarded to the Federal Aviation Administration, Office of Civil Rights, ACR-1, 800 Independence Avenue, S.W., Washington, D.C. 20591

A copy of all ADA complaints will be forwarded to the U.S. Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section, Washington, D.C. 20530.

## **Complaint Procedures 49 CFR 21 Appendix C (b)(3); 28 CFR 42.406(d)**

Scope. These procedures are for complaints of discrimination, other than employment discrimination, against the Appleton International Airport. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Airport, or at Airport facilities based upon race, color, national origin, age, sex, sexual orientation, gender identity, creed, or disability 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 Appleton International Airport.

Rights. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, national origin, age, sex, creed, or disability 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. Departments of Justice or Transportation, or the Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Receipt of Complaint. The Title VI Coordinator will log in the complaint and promptly send copies of the complaint to the entity named in the complaint and the Appleton International Airport Executive Director.

Complaints must be filed within 180 days of the discriminatory event, must be in writing, and must be delivered to:

Appleton International Airport  
Attn: Katie Horan, Airport Title VI/Disability Coordinator  
W6390 Challenger Drive, Suite 201  
Appleton, WI 54914  
[khoran@atwairport.com](mailto:khoran@atwairport.com)

If a complaint is initially made by phone, it must be supplemented with a written complaint before 180 days after the discriminatory event has passed. If a verbal complaint is received, the complainant should be given a copy of the Airport's Discrimination Complaint Procedures and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

Initial Procedure. The Title VI Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible in lieu of an investigation. If successfully resolved, the Title VI Coordinator will issue a closure letter to the complainant, record the disposition in the complaints log, and report the resolution to FAA.

### **Discrimination Complaint Referral Procedure**

Internal Complaint Referral. All complaints received by Appleton International Airport employees, airlines (inside the terminal), concessionaires, contractors, lessees, or tenants, alleging discrimination based on race, color, national origin, sex, age, creed, or disability must be promptly forwarded to the Title VI Coordinator within one (1) day of receipt.

FAA Notification. A copy of all complaints based on race, color, national origin, sex, age, or creed, alleging a violation of Title VI or related requirements by airport employees, contractors, concessionaires, lessees, or tenants, relative to the airport's activities, will be forwarded to the FAA

within fifteen (15) days of receipt. 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 Regional Civil Rights staff. Complaints based on disability do not have to be forwarded to FAA. The original complaint record will be maintained for one (1) year. Summaries of complaint will be maintained for five (5) years.

### **Investigation Procedure**

Assignment of Investigator. The Title VI Coordinator will immediately begin the investigation or designate an investigator.

Cooperation with FAA. The Title VI Coordinator will promptly investigate all discrimination complaints, including those referred by the Federal Aviation Administration (FAA) for investigation. If the FAA is investigating a complaint against the Appleton International Airport, the Title VI Coordinator will avoid interfering with the FAA investigation, cooperate with the FAA when needed, and share information with the FAA.

Prompt Investigation. The Title VI Coordinator will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received but recognizes that some investigations may take longer.

Contact with Complainant. The Title VI Coordinator will meet with the complainant to clarify the issues and obtain additional information.

Investigation Report. After completing the investigation, the Title VI Coordinator will prepare a written report.

Consultation with Corporation Counsel. In each case, the Title VI Coordinator will consult with Outagamie County Corporation Counsel regarding the investigation and the report.

Prompt Resolution of Disputes. The Title VI Coordinator will quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through mediation.

Forwarding Report and Response to Complainant. At the completion of the investigation, the complainant and respondent will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights.

Appeal and Final Administrative Action. If the complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the Appleton International Airport Executive Director. The written appeal must be received within 15 business days after receipt of the written decision. The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal. The Appleton International Airport Executive Director will issue a final written decision in response to the appeal.

Copies to FAA. Copies of each Title VI complaint, a summary of the investigation report, any response, and the Airport's transmittal letter to the complainant will be sent to the FAA via the FAA Civil Rights Connect System and by Email to the appropriate FAA representative.

Avoiding Future Discrimination. In addition to taking action with respect to any specific instances of discrimination, the Appleton International Airport will identify and implement measures to reduce the chances of similar discrimination in the future.

Intimidation and Retaliation Prohibited. Appleton International Airport employees, contractors, and tenants will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

For information on filing a complaint with DOT/FAA, please contact the Appleton International Airport Title VI Coordinator.