

WAYNE COUNTY AIRPORT AUTHORITY'S
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
COMPLAINT PROCEDURE

Policy Statement

It is the intent of the Wayne County Airport Authority ("Airport Authority") to provide access to public services and employment opportunities provided at Detroit Metropolitan Airport ("DTW") and Willow Run Airport ("YIP"). It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, age or creed, or to be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity, in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities ("Title VI").

Oversight of compliance activities is the responsibility of the Airport Authority Compliance Managers and all inquiries concerning the Airport Authority's efforts to provide the services associated with the operation of DTW and YIP accessible, should be directed to the Airport Authority's Compliance Coordinator listed below:

ADA/Title VI Coordinator
Wayne County Airport Authority
Detroit Metropolitan Airport
11050 Rogell Dr., #602
Detroit, Michigan 48242
734-247-7370
Accessibility@wcaa.us

The Airport Authority has established, pursuant to Title VI, the following complaint procedure ("Complaint Procedure") to be used by persons who allege a complaint or a violation of Title VI. Individuals are not required by federal regulations to use this Complaint Procedure, but may file complaints directly with the appropriate enforcement agency. Under the Airport Authority's Title VI Complaint Procedure, anyone who wishes to file a complaint alleging a violation of Title VI based on race, color, creed, sex, age, or national origin, has a right to file a written complaint.

Complaint Procedure

Step 1: The complaint should be documented in writing on a Title VI Complaint Form (Attachment A). The Complaint Form should contain the name; address and telephone number of the complainant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem. The Complaint Form shall be completed and signed by the complainant or his/her authorized representative. Upon request, the Airport Authority will make

available language assistance for persons with limited English proficiency or other assistance as necessary for filing a complaint.

In the event that any airport employees, contractors, tenants, concessionaires, vendors receive a complaint based on race, color, creed, sex, age, or national origin, that employee should refer or forward the complaint to the Airport Authority's Compliance Coordinator within three (3) calendar days.

The Complaint Form should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged violation. Strict confidentiality of all information provided will be maintained to the extent required by law. Sharing of information, including identity, will be done only as required by law or as needed to resolve the complaint. Please be advised the Airport Authority is obligated to comply with the Michigan Freedom of Information Act, Michigan Compiled Laws (MCL) Section 15.231, *et seq.* Furnishing of the requested information is voluntary, except that the failure to provide such information may result in our being unable to process your complaint.

Step 2: The Compliance Manager(s) will review the completed Complaint Form within fifteen (15) calendar days of receipt. The Compliance Manager(s) will attempt to discuss the issues with the complainant and the concerned Airport Authority department(s) and/or providers, and will attempt to resolve the complaint informally.

If the Compliance Manager(s) determines further investigation is warranted, he/she shall mail to the complainant a Notice of Continuing Investigation ("NCI") within fifteen (15) calendar days after receiving the completed Complaint Form, and at the same time forward a copy of the Title IV complaint, along with the steps take to resolve the complaint and results thereof, to the FAA. If appropriate, the Compliance Manager(s) may also arrange to meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the Compliance Manager(s) shall respond with his/her final response, in writing, within forty-five (45) calendar days after the NCI is sent, with a copy to the FAA.

Step 3: If the Compliance Manager(s) final response does not satisfactorily resolve the matter, the complainant and/or authorized representative may appeal it, in writing, to the Airport Authority's Chief Executive Officer (CEO), Wayne County Airport Authority, Detroit Metropolitan Airport, 11050 Rogell Dr., #602, Detroit, Michigan, 48242. Complainant shall file his/her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the Compliance Manager's final response. Within (thirty (30) calendar days after receipt of the appeal, the Airport Authority's CEO, or his/her designee ("the Appeal Officer"), shall attempt to meet with the complainant to discuss the complaint and possible resolutions. Within forty-five (45) calendar days after the filing of the appeal, the Appeal Officer shall respond, with a final resolution of the complaint. All results will be copied to the FAA.

Record Keeping

The Airport Authority's Compliance Manager(s) will maintain the following materials for a period three (3) years: (1) written complaints received by the Compliance Manager(s); (2) final responses of the Compliance Manager(s); (3) appeals to the Airport Authority CEO; and (4) final resolutions by the Appeal Officer.

The Airport Authority's Title VI Policy Statement and Complaint Procedure is available on the Airport Authority's website at www.metroairport.com and is available in hard copy at the Airport Authority's Administration office located at 11050 Rogell Dr., #602, Detroit, Michigan 48242. Upon request, it may also be made available in alternative languages/formats by contacting the Airport Authority's Accessibility Manager via email at Accessibility@wcaa.us