

**Capital Region Airport Commission**  
**Title VI Discrimination Complaint Procedure**

**POLICY STATEMENT:**

The Capital Region Airport Commission (the “Commission”) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, creed, color, national origin, or gender as provided by Title VI of the Civil Rights Act of 1964. The Commission has established a complaint procedure for any person who feels that he or she has been subjected to such discrimination. This procedure does 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 (USDOT) or the Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Oversight of Title VI compliance is the responsibility of the Commission’s Title VI Coordinator. Communications with the Commission’s Title VI Coordinator should be directed to:

Russell L. Peaden, C.M.  
Title VI Coordinator  
Capital Region Airport Commission  
1 Richard E. Byrd Terminal Drive, Suite C  
Richmond International Airport, VA 23250  
Tel: (804) 226-8520  
Fax: (804) 625-2610  
TTY: (804) 226-1437  
Email: rpeaden@flyrichmond.com

**SCOPE:**

This complaint procedure is for complaints of discrimination, other than employment discrimination, by the Commission. The procedure applies to complaints regarding discrimination by Commission employees, contractors, concessionaires, lessees, or tenants of the Commission or Commission facilities based on race, creed, color, national origin, or gender in the provision of services, activities, programs, or benefits of the Commission. The Commission’s personnel policies govern employment-related complaints of discrimination.

**PROCEDURE:**

1. Obtain a copy of the Commission’s **Title VI Discrimination Complaint Form** (Attachment A). Copies of the form are available online at <http://flyrichmond.com/files/Title-VI-Discrimination-Complaint-Form.pdf> or free of charge from the Commission at its offices, located at 1 Richard E. Byrd Terminal Drive, Suite C, Richmond International Airport, VA 23250, or by contacting the Commission’s Title VI Coordinator. The complaint should be in writing and the Complaint Form

should contain the name, address, phone number of complainant and should contain as much information as possible concerning the alleged discrimination, including the location, date, and description of the incident. Alternative means of filing a complaint, such as a personal interviews or a tape-recorded complaint, will be made available for individuals with disabilities upon request.

2. The completed Complaint Form should be submitted to the Title VI Coordinator at the address above by the complainant and/or his or her designee as soon as possible, but no later than 180 calendar days following the incident or action giving rise to the complaint.
3. Upon receipt of the complaint, the Title VI Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if informal resolution might be possible. The Title VI Coordinator or his designee will promptly investigate the complaint. The Title VI Coordinator will make every effort to complete the investigation within 60 calendar days after receipt of the complaint, but recognizes that some investigations will take longer. After completing the investigation, the Title VI Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Commission and offer any options for substantive resolution of the complaint.
4. If the response by the Title VI Coordinator or his designee does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Airport President & Chief Executive Officer or his designee, at 1 Richard E. Byrd Terminal Drive, Suite C, Richmond International Airport, VA 23250. The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal.
5. Within 15 calendar days after receipt of the appeal, the Airport President & Chief Executive Officer or his designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Title VI Coordinator and responses thereto will be retained by the Commission for three years. A copy of complaints alleging what amounts to be a Title VI violation by Commission employees, contractors, concessionaires, lessees, or tenants, relative to the Commission's aviation activities will be provided to the Federal Aviation Administration.

