

Capital Region Airport Commission
Title VI (Discrimination) Complaint Procedure

This complaint procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, creed, color, national origin, sex, age, handicap or disability in the provision of services, activities, programs, or benefits by the Capital Region Airport Commission (the “Commission”). The Commission’s personnel policies govern employment-related complaints of discrimination.

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

The complaint should be submitted by the complainant as soon as possible but no later than 180 calendar days after the incident to:

Russ Peaden
Title VI Coordinator
1 Richard E. Byrd Terminal Drive
Richmond International Airport, VA 23250

Within 15 calendar days after receipt of the complaint, 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.

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.

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.