

**METROPOLITAN AIRPORTS COMMISSION  
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 COMPLAINT AND  
PROCEDURES**

It is the intent of the Metropolitan Airports Commission (MAC) to provide services to all customers with out regard to any persons' race, color, national origin, sex, creed or disability in public services and employment opportunities. Oversight of complaint activities is the responsibilities of MAC's Title VI Coordinator:

**Anita L. Bellant**  
**Title VI Coordinator**  
**Metropolitan Airports Commission**  
**Minneapolis-St. Paul International Airport**  
**6040 28<sup>th</sup> Avenue S**  
**Minneapolis MN 55450**  
**612-467-0415 Phone**  
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Please be advised MAC complies with the Minnesota Government Data Practices Act, which presumes data collected by MAC is public data unless classified otherwise by law. The information provided may be subject to public disclosure as required by law. The sharing of or public disclosure of the information provided, including identity, will be done only as required by law or as needed to resolve the complaint.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity related to the Metropolitan Airports Commission (MAC).

Individuals are not required by federal regulation to use this complaint procedure, but may file complaints directly with an appropriate enforcement agency, including the Federal Aviation Administration at their address below. Under MAC's complaint procedure, anyone who wishes to file a complaint alleging a violation of the Title VI of the Civil Rights Act of 1964 has the right to file a complaint. These procedures are part of an administrative process.

**Federal Aviation Administration**  
**Office of Civil Rights, ACR-1**  
**800 Independence Avenue, S.W.**  
**Washington, D.C. 20591**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal meetings between the affected parties and appropriate parties may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint, including interviewing the complainant and the respondent. Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

## **Complaint Procedure**

**Step 1:** The complainant should contact MAC's Title VI Coordinator listed above, and have the following information available: the name, address, phone number, and signature of the complainant; and as much information as possible regarding the complaint or alleged unlawful discrimination, including the location, date, a description of the alleged unlawful discrimination, identity of the parties involved, any witnesses, and suggested corrective action. If the complaint is initially made by phone, it must be supplemented with a written complaint. Upon request, MAC will make available tape recorders and/or assistance for persons with visual or motor impairments, and TDDS and/or Qualified Sign Language Interpreters for deaf or hearing-impaired persons as necessary for filing a complaint.

The complaint needs to be submitted within 180 days after the alleged unlawful discrimination.

**Step 2:** MAC's Coordinator will conduct a preliminary investigation of the complaint within seven (7) calendar days of receipt. Within fifteen (15) calendar days of receipt, MAC's Coordinator will forward to the FAA Regional Office a copy of the written complaint, together with a statement describing all actions taken to resolve the matter and the results thereof.

The Coordinator will attempt to discuss the issues with the complainant and the alleged discriminating party, and will attempt to resolve the complaint informally. If the Coordinator determines further investigation is warranted, the Coordinator may meet with the complainant to discuss the matter and possible resolution. If the matter is not resolved informally, the Coordinator shall respond with a final written response, within forty-five (45) calendar days after the complaint has been received. When requested, the final response will be provided in a format accessible to the complainant.

**Step 3:** If the Coordinator's final response does not satisfactorily resolve the matter, the complainant may appeal it, in writing, to the Director of MSP Operations, Metropolitan Airports

Commission, MSP International Airport, 4300 Glumack Drive, LT-3000, St. Paul, MN 55111-3010.

The complainant shall file the appeal, including a detailed description of its basis, not later than thirty (30) days after receipt of the Coordinator's final response. MAC's appeals officer will review the matter, may attempt to contact the complainant to discuss the matter, and shall respond, with a final resolution of the complaint, within forty-five (45) business days of the receipt of the appeal. The decision of the appeals officer shall constitute the final MAC resolution of the matter.