



OMAHA AIRPORT AUTHORITY
EPPLEY AIRFIELD AND MILLARD AIRPORT

Title VI Complaint Investigation Process

Any person who feels that they have been subjected to discrimination on the basis of race, color, national origin, sex, or creed with respect to OAA programs or services has the right to file a complaint with the Omaha Airport Authority. 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. Department of Transportation or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Complaints must be filed within one hundred eighty (180) calendar days after the alleged discrimination event, must be in writing, signed, dated, and must be delivered by one of the following methods:

By mail to: Dan Owens, Title VI Officer
Omaha Airport Authority
4501 Abbott Drive, Suite 2300
Omaha, Nebraska, 68110

OR

By email to: dan.owens@flyoma.com

Complainants may also file a written complaint directly with the FAA

By mail to: Federal Aviation Administration
Office of Civil Rights
800 Independence Ave. SW
Washington, D.C. 20591

If a complaint is initially made verbally or by phone, it must be supplemented with a written complaint within one hundred eighty (180) calendar days after the discriminatory event. Accommodations will be provided upon request to individuals who are unable to file a written complaint due to a disability. Assistance will also be provided to individuals who have limited proficiency in English.

- 1.If a complaint is received, the Title VI Coordinator will provide written acknowledgement to the complainant within ten (10) business days.
- 2.Upon the receipt of a written complaint, the Title VI Coordinator of the Omaha Airport Authority will investigate or designate an investigator and attempt an early resolution.
- 3.Within fifteen (15) business days of receiving a written complaint, the Title VI Coordinator will forward a copy of the complaint to the FAA Regional Office, along with a statement describing all actions taken to resolve the matter and the results of such actions. The Title VI Coordinator will work with the FAA Regional Civil Rights Program Manager during this process.
- 4.The Title VI Coordinator will make every effort to ensure that the discrimination complaint investigations are completed within sixty (60) calendar days after the written complaint is received, but

recognizes that some investigations may take longer. Each investigation will be documented in an Investigation Report.

5. Upon completion of the investigation, the Investigator will issue either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was no finding of a Title VI violation and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings and explains whether any disciplinary action, additional training, or other action will occur.

6. If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to OAA Title VI Coordinator. The written appeal, including all arguments, evidence, and documentation supporting the appeal, must be received within ten (10) business days of the decision letter. The Title VI Coordinator will issue a final written decision in response to the appeals within thirty (30) business days of the receipt of the appeal. The Title VI Coordinator's decision is final.

7. Copies of the complaint, summary of the investigation report, any response, and the Omaha Airport Authority's decision letter(s) will be sent to the FAA.