



## **Title VI Non-Discrimination Policy**

The Syracuse Regional Airport Authority is committed to a policy of non-discrimination in the conduct of its business, including Title VI responsibilities, and to the delivery of equitable and accessible airport services. As the operator of the Syracuse Hancock International Airport, the Syracuse Regional Airport Authority recognizes its responsibilities to the community in which it operates and to the society it serves.

It is the policy of the Syracuse Regional Airport Authority that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis of race, color, national origin, sex, age, creed, or religion, or any other federally protected category as protected by Title VI of the Civil Rights Act of 1964, as amended. If you believe that you have been excluded, denied benefits, or subjected to discrimination, you may file a complaint with the Syracuse Regional Airport Authority Title VI Coordinator within sixty (60) days of the date of the alleged discrimination.

The Authority has established, pursuant to Title VI of the Civil Rights Act of 1964, the following process to be used by persons who allege a violation of Title VI. Individuals are not required by federal regulations to use this process, but instead may file complaints directly with the appropriate outside agency such as the Office of Civil Rights of the Federal Aviation Administration.

## **Title VI Complaint Procedure**

**Step 1:** Anyone who wishes to file a complaint alleging a violation of Title VI based on race, color, national origin, sex, age, creed, or religion, should complete and sign the *Title VI Complaint Form* within 180 calendar days of the alleged incident. The form must contain the name, address and phone number of the complainant, and should include as much information as possible regarding the alleged denial of access or discrimination, including date, time, location and description of denial of access. The form must be signed by the complainant or his/her/their authorized representative and should be submitted as soon as possible to the Title VI Coordinator. A copy of the complaint will be forwarded to the Office of Civil Rights of the Federal Aviation Administration within fifteen (15) days of receipt.

**Step 2:** The Title VI Coordinator will review the completed form within fifteen (15) business days of receipt. If the form requires additional information, the Title VI Coordinator will contact the complainant and return the form for completion. Once a completed form has been received, the Title VI Coordinator will attempt to discuss the issue with the complainant and involved parties (including tenants, contractors and concessionaires, if necessary) to determine the existence of a violation.

If the Title VI Coordinator determines further investigation is warranted, he/she/they will issue a Notice of Continuing Investigation (NCI) no later than fifteen (15) business days after receiving the complaint form and forward the form and all supporting documentation received to the Authority's Executive Director for formal investigation and assistance in the resolution of the complaint. It is the Airport's policy to encourage an informal resolution of all complaints within sixty (60) calendar days after receiving the complaint. If a mutually agreed upon information decision cannot be achieved, the Title VI coordinator will respond in writing with a case determination within sixty (60) calendar days of receiving the complaint. Some investigations may take longer with a justification for the delay and assurance that the investigation is completed as quickly as possible.

**Step 3:** If the Title VI Coordinator's determination does not satisfactorily resolve the matter, the complainant may appeal. The written appeal and supporting documentation must provide a detailed description of its basis, be filed within fifteen (15) business days of the Title VI Coordinator's case determination and be sent to the Executive Director.

Within thirty (30) calendar days of receipt of the appeal, the Executive Director will review the appeal, the Title VI Coordinator's Case Determination, and gather any additional information needed. The Executive Director will then prepare the appeal response for review by the SRAA Governance Committee. Once the review process is completed, the Executive Director will finalize the Authority's appeal response and provide it to the complainant and the Title VI Coordinator.

Should the Syracuse Hancock International Airport receive a Title VI complaint in the form of a lawsuit, or a complaint filed with any federal or state agency, the Syracuse Regional Airport Authority shall be responsible for the investigation of the complaint, either through its own internal process or legal counsel.

### **Title VI Complaint Form**

The Syracuse Regional Airport Authority is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, national origin, sex, age, creed, or religion. If you believe you were denied service, access, or excluded from an activity or program, please complete the **Title VI Complaint Form**. The information on this form is necessary to assist the Authority in processing your complaint. Please complete the form and submit it to the Airport within 180 calendar days from the date of the incident.

### **Accommodations**

Reasonable accommodations will be provided upon request to individuals unable to file a written complaint due to disability. Upon request, the Airport will make available language assistance for persons with Limited English Proficiency or other assistance as necessary to file a complaint. Contact the Title VI Coordinator, Katie Tiisler, at (315) 455-3626 or at [CivilRights@syrairport.org](mailto:CivilRights@syrairport.org).

### **Records**

All written communication and noted information will remain on file in the office of the Airport's Title VI Coordinator and the Syracuse Regional Airport Authority Human Resources Department for a period of three (3) years from the date of the Airports Title VI Coordinator's case determination or the appeal response. Information provided will be treated confidentially to the extent required by law. Sharing of information, including identity, will be done only as needed to resolve the complaint or as required by law. The Syracuse Regional Airport Authority is obligated to comply with both State and Federal Freedom of Information Acts.

The Airport's Title VI Policy Statement and Complaint Procedure is available on the Airport's website and in hard copy at the Syracuse Regional Airport Authority's Executive Director's office, 1000 Col. Eileen Collins Blvd, Syracuse, NY 13212. Upon request, it may also be made available in alternative formats by contacting the Airport Title VI Coordinator. The Title VI Policy and Complaint Procedure is reviewed annually by the Airport Title VI Coordinator and the Executive Director and SRAA Governance Committee to ensure compliance with applicable federal law.