

The Birmingham-Shuttlesworth International Airport is committed to a policy of non-discrimination in the conduct of their business, including their Title VI responsibilities, and to the delivery of equitable and accessible airport services. As the owner of these Airports, the Birmingham Airport Authority recognizes its responsibilities to the communities in which it operates and to the society it serves.

It is the policy of the Birmingham 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, sex, creed/religion, age, national origin, or any other federally protected category as protected by Title VI of the Civil Rights Act of 1964, as amended.

COMPLAINTS

The Birmingham Airport Authority has established a Complaint Procedure to be used by persons who allege exclusion of participation, denial of benefits or subjection to discrimination based on race, color, sex creed/religion, age, or national origin in the receipt of the Airports' services or related benefits. Individuals who feel they have been subjected to discrimination are required by federal regulations to submit the complaint no later than 90 calendar days from the date of the alleged incident.

Complaints should be submitted in writing to the Birmingham Airport Authority Department's Title VI Program Manager. The complaint can be submitted either through mail or email:

Diane Gillam
Title VI Program Manager
Birmingham Airport Authority
5900 Messer Airport Highway
Birmingham, Alabama 35212
dgillam@flybirmingham.com

Individuals are not required by federal regulations to file a complaint in this manner, but may file complaints directly with the appropriate outside agency, such as the U.S. Department of Transportation, or the Federal Aviation Administration at:

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

If a complaint is initially made by phone, it must be supplemented with a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to disability. Upon request, the Birmingham Airport Authority will make available language assistance for persons with limited English proficiency as necessary to file a complaint.

COMPLAINT PROCESS

When a complaint is received, the Title VI Program Manager will, at a minimum:

- The Program Manager maintains a record of the complaint.
- The Program Manager conducts a preliminary review.
- The Program Manager attempts to provide a resolution
- The Program Manager forwards a copy of the complaint and resolution efforts to the FAA.
- The Program Manager will be assisted in the investigation by the Birmingham Airport Authority Human Resources Administrator.

When a complaint is filed with the Birmingham Airport Authority, the Title VI Manager will conduct an initial review to determine if the complaint has sufficient information, and if the Airport Authority is the appropriate entity to address the complaint. For a Title VI appropriate complaint, the Title VI Program Manager will promptly request the complainant to submit any additional information within thirty (30) days. If the information is not submitted, the Title VI Program Manager will close the complaint, unless a satisfactory explanation is provided as to why additional time is needed. If the complaint has sufficient information to move forward for investigation, the Title VI Program Manager will notify the complainant in writing that the complaint is moving forward.

Receipt of additional relevant information and/or simultaneous filing of a complaint with an external entity may expand the timing of the complaint resolution. Any extension of time will be communicated to the complainant in writing.

Any complaint with disability noted as the basis for the complaint will be forwarded to the Birmingham Airport Authority's ADA Compliance Officer for review and investigation. The Birmingham Airport Authority's Title VI Program Manager will work with the Human Resources Administrator for conducting investigations of Title VI complaints. Upon completion of the investigation, the Title VI Manager will compose a final report. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. Should the Birmingham Airport Authority receive a Title VI complaint in the form of a lawsuit, the Birmingham Airport Authority Legal Department will be responsible for the investigation of the complaint.

If a complainant wishes to withdraw their complaint, they must state such in writing. Investigative activity will cease and notice of the complaint withdrawal will be logged and forwarded to the FAA.

RECORDS

The Title VI Program Manager shall maintain a log of Title VI complaints received, which shall include the date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken in response to the complaint.

Reasonable measures will always be taken to protect confidential information to the extent permitted by the law.