

## **Complaint Procedures**

These procedures are for complaints of discrimination, other than employment discrimination by the Burbank-Glendale-Pasadena Airport Authority (BGPAA). They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Airport, or at Airport facilities based upon race, creed, color, national origin, or gender, including but not necessarily limited to complaint under Title VI of the Civil Rights Act of 1964 and Civil Rights Restoration Act of 1987. They cover any program or activity administered by BGPAA.

Any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, or gender has the right to file a complaint with the Airport. 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 (DOT) Federal Aviation Agency (FAA) to seek private legal counsel regarding discrimination. Complaints must be filed within (90) day after the discriminatory event, must be in writing, and must be delivered to:

***Burbank-Glendale-Pasadena Airport Authority  
Attn: Mike Duong  
Title VI Coordinator  
2627 N Hollywood Way  
Burbank, CA 91505  
Phone: (818) 565 -1314***

If a complainant wishes to file a complaint directly with the Federal Aviation Administration (FAA), the complainant has 180-days to file their complaint with the FAA at:

**Federal Aviation Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator,  
800 Independence Avenue S.W.  
Washington, D.C. 20591**

If a complaint is initially made by phone, it must be supplemented with a written complaint within 90 days. Accommodations may be provided upon request to individuals unable to file written complaint due to a disability.

Once a Title VI complaint is made, the Title VI Coordinator will begin investigating the complaint. The Title VI Coordinator's investigation may include but not limited to: interviewing complainant, witnesses, or other involved parties to clarify the issues, obtain addition information, and determine if informal resolution might be possible.