

**COLUMBIA REGIONAL AIRPORT**  
**Procedure for Filing a Title VI Complaint**

**Filing a Title VI Complaint**

The following complaint procedures apply to the beneficiaries of Columbia Regional Airport's programs, activities, and services.

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by Columbia Regional Airport may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

**HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website and in public areas of our agency.

You may download the *Columbia Regional Airport Title VI Complaint Form* at [www.flycou.com](http://www.flycou.com), or request a copy by writing to Columbia Regional Airport, 11300 S. Airport Dr., Columbia, MO 65201. Information on how to file a Title VI complaint may also be obtained by calling the Title VI Coordinator at (573) 817-5024

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to City of Columbia by one of the following methods:

**Mail:**

City of Columbia  
Law Department  
P.O. Box 6015  
Columbia, MO 65205  
ATTN: Title VI Coordinator

**In-Person:**

City of Columbia  
Law Department  
701 E. Broadway  
Columbia, MO 65201

**E-mail:**

[ColumbiaRegional@Como.Gov](mailto:ColumbiaRegional@Como.Gov)

A person may also file a complaint directly with the Federal Aviation Administration, at the FAA Office of Civil Rights, 800 Independence Avenue, S.W., Washington, DC 20591.

If information is needed in another language, please contact Columbia Regional Airport 11300 S. Airport Dr., Columbia, MO 65201.

INVESTIGATIONS: The Title VI Coordinator will receive, manage and make a determination on all filed complaints. Investigations will generally be completed within 90 days from receipt of a completed complaint form. If more information is needed to resolve the complaint, the Title VI coordinator may contact the complainant and request more information. If the requested information is not received within a reasonable amount of time, then the complaint may be administratively closed by the Title VI Coordinator. A complaint can also be administratively closed if the complainant no longer wishes to pursue the case.

LETTER OF CLOSURE OR FINDING: After the Title VI Coordinator reviews the complaint, he or she will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- A letter of finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

In each letter to the complainant, the Investigator will notify the complainant of the right to request reconsideration from the City's Title VI Coordinator for an independent review.

REQUEST FOR RECONSIDERATION: If the complainant disagrees with Title VI Coordinator's determination, the complainant may request reconsideration by submitting the request in writing to the City Manager within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. In cases where reconsideration is granted, the City Manager will issue a determination letter to the complainant upon completion of the reconsideration review.

COPIES TO FAA: The Title VI Coordinator will, within 15 days of receipt, forward to the FAA Office of Civil Rights a copy of each written complaint charging discrimination because of race, color, or national origin by any person subject to 49 CFR Part 21, together with a statement describing all actions taken to resolve the matter, and the results thereof.