



JOHN WAYNE AIRPORT, ORANGE COUNTY TITLE VI GRIEVANCE PROCEDURE

Title VI of the Civil Rights Act of 1964, and other related laws and regulations, provide that no person shall on the grounds of race, color, national origin, sex, age, creed, or religion be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity receiving federal financial assistance.

This grievance procedure may be used by anyone who wishes to file a Title VI complaint alleging that he or she or any other program beneficiaries have been subjected to discrimination in his or her receipt of benefits and/or services from John Wayne Airport, Orange County (the "Airport"), or by a contractor or sub-recipient on the grounds of race, color, national origin, sex, age, creed, or religion. These procedures do not deny the right of the complainant to file a complaint directly with the U.S. Department of Transportation or the Federal Aviation Administration.

In filing a complaint, assistance for persons with disabilities or limited English proficiency is available upon request. You may contact the Government Relations Manager to request communication in an alternate format or language.

Process:

1. The complaint should be in writing, signed by the complainant, and include the following:
 - a) the name, address, phone number of the complainant;
 - b) the name of the County department and/or County employees, contractors, or tenants against whom the complaint is filed; and
 - c) a statement of the problem including the date(s) of the action(s) in question, the names and contact information of any witnesses to the alleged discriminatory action, and a detailed explanation of the sequence of events which the complainant believes to be discriminatory.
2. The complaint should be submitted as soon as possible, but no later than 180 days after the alleged violation to:

*Nick Dinger, Government Relations Manager
John Wayne Airport, Orange County
3160 Airway Avenue
Costa Mesa, CA 92626-4608
Phone: (949) 252-5297
Fax: (949) 252-5178
Email: NDinger@ocair.com*

3. Within five working days after receipt of the complaint, the Airport's Government Relations Manager or their designee (hereinafter "Liaison") will determine whether the County has jurisdiction over the complaint, whether the complaint contains the necessary information, and what additional information may be necessary. If necessary, the Liaison will meet with the complainant to discuss the complaint and the possible resolutions.



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4. Within 15 calendar days after receipt, the Liaison will forward to the FAA a copy of each written Title VI complaint received by the Airport. After the complaint process has concluded, the Airport will submit a statement to the FAA describing all actions taken to resolve the matter and the results thereof.

5. Within 45 calendar days from receipt of the complaint, the Liaison will respond in writing to the complaint. Where necessary, such response will be in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Airport and may include options for resolution of the complaint.

6. If the Liaison's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Office of the Director, John Wayne Airport, Orange County, 3160 Airway Avenue, Costa Mesa, CA 92626, Attn: Title VI Program.

7. Within 15 calendar days after receipt of the appeal, the Airport Director will respond in writing with a final resolution of the complaint.