



Indianapolis Airport Authority

## Indianapolis Airport Authority

### Title VI Non-Discrimination

#### Statement

#### (Civil Rights Act of 1964)

### Procedure for Filing a Complaint of Discrimination

The Indianapolis International Airport (IND) is committed that no person shall be subjected to discrimination based on race, color, national origin. This document provides information regarding filing a complaint of such discrimination.

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against based on race, color, national origin, sex or creed may file a complaint of discrimination by submitting the Title VI Complaint Form to the IAA. Such complaints should be submitted as soon as possible, but in any case, they must be received by the IAA in writing no later than 180 days from the date of the alleged discrimination.

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

**HOW TO FILE A COMPLAINT WITH THE IAA:** The Title VI Complaint Form may be found at <https://www.ind.com/civil-rights>. Information on how to file a Title VI complaint is also available at the IAA Guest Services Desk located on the third floor of the main terminal building at 7800 Col. H. Weir Cook Memorial Dr., Indianapolis, IN 46241.

Upon request, the IAA will make available language assistance for persons with Limited English Proficiency (LEP) or other assistance as necessary for filing a complaint.

Please submit your completed Title VI Complaint Form to the IAA by one of the following methods:

**Mail:** Indianapolis Airport Authority  
ATTN: Holli Harrington, Title VI Coordinator  
7800 Col. H. Weir Cook Memorial Drive  
Indianapolis, IN 46241

**In-Person:** Guest Services Desk  
Indianapolis Airport Authority  
ATTN: Holli Harrington, Title VI Coordinator  
7800 Col. H. Weir Cook Memorial Dr.  
Indianapolis, IN 46241  
**Email:** [civilrights@ind.com](mailto:civilrights@ind.com)

***IND will forward all Title VI complaints of discrimination and resolution efforts to the FAA within 15 days of receipt.***



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**INVESTIGATIONS:** The Title VI Coordinator will receive, manage and make a determination on all written complaints. If more information is needed to resolve the complaint, the Title VI Coordinator (or a designee on behalf of the Coordinator) may contact the complainant and request more information. Your cooperation is expected, and appreciated. If the requested information is not received within a reasonable period, then the complaint may be administratively closed.

A complaint can also be administratively closed if the complainant notifies the IAA in writing that he/she no longer wishes to pursue the case.

**RESPONSE LETTER:** After review of the case, the Title VI Coordinator will respond to the complainant. The investigation process and response letter will generally be completed within 60 days from receipt of a completed complaint form. Receipt of additional information may expand the timing of the complaint resolution.

**REQUEST FOR RECONSIDERATION:** If the complainant disagrees with the Title VI Coordinator's final determination, the complainant may request reconsideration, in writing, to IAA Audit and Compliance 7800 Col. H. Weir Cook Memorial Dr., Indianapolis, IN 46241.

The request for reconsideration, including a detailed description of the basis for reconsideration, must be received by the IAA no later than 30 days from the date of the Title VI Coordinator's final determination. IAA will respond with a final resolution of the complaint within 45 days from the date of receipt of the request for reconsideration.

**COPIES TO FAA:** The Title VI Coordinator will, within 15 days of receipt, forward to the Federal Aviation Administration a copy of each written complaint charging discrimination because of race, color, sex, creed or national origin, together with a statement describing actions taken to resolve the matter, and the results thereof.

***IND will forward all Title VI complaints of discrimination and resolution efforts to the FAA within 15 days of receipt.***