



## FRESNO YOSEMITE International Airport

**City of Fresno Airports Department**  
4995 E Clinton Way, Fresno, California 93727-1525  
(559) 621-4500 • [flyfresno.com](http://flyfresno.com)

### **Fresno Yosemite International Airport (FAT) Civil Rights Complaint Procedures**

The policy and procedures described therein provide the process by which complainants alleging discrimination in airport services, programs or activities are to follow in filing a complaint. These procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination.

This policy pertains only to public patrons of airport services, activities and programs (non-employees). Any patron who believes they have been subjected to an unlawful discriminatory practice by the airport system or by any airport service provider (i.e., tenants, contractors, sub-contractors, consultants, etc.) under Title VI has a right to file a formal complaint with the Fresno Yosemite International Airport. Any such complaint must be in writing. FAT will not officially act or respond to complaints made verbally. FAT Title VI Discrimination Complaint Forms are included as a part of this information packet and follow the procedures described here.

Printed copies of the complaint forms may be obtained at no cost by contacting:

**Airports Administration Office**  
**4995 East Clinton Way**  
**Fresno, Ca 93727**  
**559-621-4500**

Forms are also available via FAT website <https://flyfresno.com/civil-rights/>

If you require assistance completing the forms or have questions regarding complaint procedures, please contact the Airport Administration Office.

FAT will follow the protocol established by the Federal Aviation Administration (FAA) for processing Title VI discrimination complaints. FAT will forward, within fifteen (15) days of receipt, a copy of each Title VI complaint received, and notification of any actions taken regarding the complaint.

## When to File

A complaint of discrimination must be filed within 180 calendar days of the alleged act of discrimination, or discovery thereof; or where there has been a continuing course of conduct, the date on which that conduct was discontinued. Filing means a written complaint must be postmarked before the expiration of the 180- day period. The filing date is the date you complete, sign, and mail the complaint form. The complaint form and consent/release form must be dated and signed for acceptance. Complaints received more than 180 days after the alleged discrimination will not be processed and will be returned to the complainant with a letter explaining why the complaint could not be processed and alternative agencies to which a report may be made.

## Where to File

There are several ways to file a complaint:

**By mail-** City of Fresno- Airports Department  
RE: Title VI Coordinator  
4995 East Clinton Way  
Fresno 93727

**By phone-** By calling 559-621-4500 RE: Title VI Coordinator

**In person-** By visiting the FAT Administrative Office at  
4995 East Clinton Way  
Fresno 93727

**Online-** <https://flyfresno.com/civil-rights/>

Upon determination that the criterion for a complaint is met, a copy of the complaint will be forwarded to:

**U.S. DEPARTMENT OF TRANSPORTATION  
Federal Aviation Administration  
800 Independence Avenue, SW  
Washington, DC 20591  
866.835.5322 (866-TELL-FAA)**

## Required Elements of a Complaint

To be processed, a complaint must be in writing and contain the following information:

- Name, address and phone number of the complainant.
- Name, address and contact information of the person filing a complaint on behalf of the complainant due to the complainant's disability or limited English proficiency.
- Name(s) and address(es) and business(es)/organization(s) of person(s) who allegedly discriminated.
- Date of alleged discriminatory act(s).

- Basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability).
- A statement of complaint.
- Signed consent release form.

## **Incomplete Complaints**

Upon initial review of the complaint, the Title VI Coordinator will ensure that the form is complete, and that any initial supporting documentation is provided. Should any deficiencies be found, the Title VI Coordinator will notify the complainant within 10 working days. If reasonable efforts to reach the complainant are unsuccessful or if the complainant does not respond within the time specified in the request (30 days), FAT may close the complainant's file. The complainant may resubmit the complaint provided it is re-filed within the original 180-day period. Should the complaint be closed due to lack of required information, FAT will notify the complainant at their last known address. In the event the complainant submits the missing information after the file has been closed, the complaint may be reopened provided it has not been more than 180 days since the date of the alleged discriminatory action.

## **Records of Complaints**

The Title VI Coordinator will keep a record of all complaints received. The log will include such information as:

- Basic information about the complaint such as when it was filed, who filed it, and who it was against.
- A description of the alleged discriminatory action.
- Findings of the investigation.

**Complaint Process Overview** The following is a description of how a discrimination complaint will be handled once it is received by FAT.

1. **A complaint is received by FAT:** Complaints must be in writing and signed by the complainant or their designated representative. If the complainant is unable to complete the form in writing due to disability or limited-English proficiency, upon request reasonable accommodations will be made to ensure the complaint is received and processed in a timely manner. Complainants wishing to file a complaint that do not have access to the Internet or the ability to pick up a form will be mailed a complaint form to complete. The complainant will be notified if the complaint form is incomplete and asked to furnish the missing information. FAT will notify the FAA within fifteen (15) days of receiving the completed complaint that a complaint has been received.

2. **Complaint is logged into tracking database:** Completed complaint forms will be logged into the complaint tracking database; basic data will be maintained on each complaint received, including name of complainant, contact information, name and organization of person(s) who allegedly discriminated, date of alleged discriminatory act(s), basis of complaint (i.e., race, color, national origin, sex, age, religion, or disability), and description of the alleged discriminatory action. Once the investigation is complete, the findings of the investigation will be logged into the complaint tracking database.
3. **Determine Eligibility:** Within 10 calendar days of the receipt of the complaint, the FAT Title VI Coordinator will complete an initial review of the complaint. The purpose of this review is to determine if the complaint meets basic criteria. Criteria required for a complete complaint:
  - The activity in which the alleged discrimination occurred will be examined to ensure that FAT is the appropriate entity that the complaint should be filed with. During this process, if a determination is made in which the program or activity that the alleged discrimination occurred is not conducted by FAT or an entity who receives federal financial assistance through FAT (i.e., Contractors, Sub-contractors, or Concessionaires), every attempt will be made to establish the correct entity. Whenever possible, and assuming consent was granted on the Consent/Release form, the complaint will be forwarded to the appropriate entity.
  - Basis of alleged discrimination (i.e., race, religion, color, national origin, sex, age or disability). Determination of timeliness will also be made to ensure that the complaint was filed within the 180-day time requirement. The FAT Title VI Coordinator will confer with the Director of Aviation on the determination of a complete complaint and on any deferrals to other agencies. Once the Title VI Coordinator completes an initial review of the complaint and determines that the criterion for a complete complaint is met, FAT will forward the complaint to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.
4. **Initial written notice to complainant:** Within 10 working days of the receipt of the complaint, FAT will send notice to the complainant confirming receipt of the complaint; if needed the notice will request additional information, notify complainant that the activity is not related to an FAT program or activity, or does not meet deadline requirements. Conclusions made in step three will determine the appropriate response to the complaint. If any additional information is needed from the complainant, it will be communicated at this point in the process.

5. **Investigation of complaint:** The Title VI Coordinator will confer with the Director of Aviation to determine the most appropriate fact- finding process to ensure that all available information is collected in an effort to reach the most informed conclusion and resolution of the complaint. The type of investigation techniques used may vary depending on the nature and circumstances of the alleged discrimination. An investigation may include but is not limited to:
- Internal meetings with FAT Executive staff and the City Attorney's office (legal counsel).
  - Consultation with state and federal agencies.
  - Interviews of complainant(s).
  - Review of documentation.
  - Interviews and review of documentation with other FAT entities involved.
  - Review of technical analysis methods.
  - Review of demographic data.
6. **Determination of investigation:** An investigation will be completed within 60 days of receiving the complete complaint, unless the facts and circumstances warrant otherwise. A determination will be made based on information obtained. The Title VI Coordinator, Director of Aviation and/or designee will render a recommendation for action, including formal and/or informal resolution strategies in a report of findings to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance.
7. **Notification of determination:** Within 10 days of completion of an investigation, the complainant will be notified by the FAT Department Director of the final decision. The notification will advise the complainant of his/her appeal rights with state and federal agencies if he/she is dissatisfied with the final decision. A copy of this letter, along with the report of findings, will be forwarded to the Federal Aviation Administration, Office of Civil Rights, Title VI Compliance, for information purposes.