



## **TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 COMPLAINT POLICY, PROCEDURE AND COMPLAINT FORM**

The Don Young Port of Alaska assures that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity on the grounds of race, color, national origin, sex or creed as provided by Title VI of the Civil Rights Act of 1964 and related acts. The Don Young Port of Alaska also assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs are federally funded or not.

Toward this end, the objective of the Don Young Port of Alaska is to:

- Take every effort, any time communities may be impacted by programs or activities, to involve their leaders and the general public in the decision-making process.
- Ensure that awards of contracting, concessionaires, and leases are made without regard for race, color, national origin, sex, or creed.
- Require Title VI assurances from each tenant, contractor, and concessionaire providing an activity, service or facility at the airport under lease, contract or franchise from the airport
- Require that such contractors, tenants, and concessionaires require Title VI assurances of their subcontractors.
- Ensure meaningful access to programs and activities by persons with limited English proficiency (LEP).

The Port Director is responsible for carrying out the Don Young Port of Alaska's commitment to Title VI. The Title VI Coordinator is responsible for the day-to-day operation of the program and investigates Title VI complaints that come through the complaint procedures process.

## **How to File a Title VI Complaint**

Any person who believes he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, sex or creed may file a Title VI complaint with the Don Young Port of Alaska. Complaints must be made in writing and filed with the Don Young Port of Alaska within 180 working days from the date of the discriminatory event by mail to:

Don Young Port of Alaska  
Attention: Port Director  
1871 Anchorage Port Rd  
Anchorage, AK 99501

For information on how to file a complaint, contact the Title VI Coordinator, Marcy Herman (907) 343-4897 or [OFC@anchorageak.gov](mailto:OFC@anchorageak.gov).

Complaint forms are available on the Don Young Port of Alaska website or by request at the Port Director's Office. The Don Young Port of Alaska will provide appropriate assistance for complainants with disabilities or those with limited ability to communicate in English.

Completed forms may be submitted to **the Port Director's office at 1871 Anchorage Port Rd, Anchorage, AK 99501** or to the Title VI Coordinator in the Office of Federal Compliance at 632 W 6<sup>th</sup> Ave, Suite 855, Anchorage, AK 99501.

## **Complainants may also file a written complaint directly with the US Maritime Administration:**

### **By mail to:**

United States Maritime Administration  
Office of Civil Rights  
West Building, 2nd Floor MAR-130  
1200 New Jersey Avenue,  
SE Washington, DC 20590

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

A copy of the complaint alleging a Title VI violation will be forwarded to the Maritime Administration within 15 days of receipt and with a statement describing all actions taken to resolve the matter. For information on filing a complaint with the Maritime Administration contact **the Title VI Coordinator, Marcy Herman (907) 343-4897 or [OFC@anchorageak.gov](mailto:OFC@anchorageak.gov)**.

The Title VI Coordinator may meet with the complainant to clarify the issues, obtain additional information, and determine if an informal resolution might be possible.

The Title VI Coordinator will issue a written decision.

## **Title VI Complaint Process**

Any person who believes he/she has been aggrieved by an unlawful discriminatory practice on the basis of race, color, national origin, sex, or creed by the Don Young Port of Alaska may file a complaint by completing and submitting the Department's Title VI Complaint Form. Once a complaint is received, it will be reviewed by the Title VI Coordinator to determine if the Don Young Port of Alaska has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by The Don Young Port of Alaska. The Title VI Coordinator will begin an investigation within fifteen (15) working days of receipt of a complaint. The Coordinator will assign an internal tracking number on the complaint form.

The Title VI Coordinator will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed, to investigate the complaint. Failure of the complainant to provide the requested information in a timely basis (within 10 days unless the Title VI Coordinator provides a different timeline) may result in the administrative closure of the complaint or a delay in the complaint resolution. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

Reasonable measures will be taken to preserve any information that is confidential. At a minimum, the Title VI Coordinator will:

- Identify and review all relevant documents, practices and procedures.
- Identify and interview persons with knowledge of the Title VI violation, e.g. the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity or anyone with relevant information.

The investigation will be completed within ninety (90) days of receipt of the complaint. Upon completion of the investigation, the Title VI Coordinator will complete a final written report for the Don Young Port of Alaska Director. The report shall include a background summary of the complaint, findings of the investigation and a conclusion. If a Title VI violation is found to exist, corrective actions and remedial steps as appropriate and necessary will be included in the report and taken immediately. A closing letter summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation will be provided to the complainant.

## **Appeals Process**

If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to the:

By mail:

United States Maritime Administration  
Office of Civil Rights  
West Building, 2nd Floor MAR-130

1200 New Jersey Avenue,  
SE Washington, DC 20590

The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter. The Office of Civil Rights will issue a final written decision in response to the appeal within thirty (30) business days. The Office of Civil Rights decision is final. Copies of the complaint, summary of the investigation report, any response, and the Don Young Port of Alaska's decision letter(s) will be sent to the Maritime Administration.