

Title VI Complaint Procedure and Policy Statement

Policy Statement:

Pursuant to its Policy 8.10, it is the intent of the San Diego County Regional Airport Authority ("Authority") to provide access to San Diego International Airport ("SDIA") and the services associated with its operation to persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990. Oversight of compliance activities is the responsibility of the Title VI Coordinator, and all inquiries concerning the Authority's efforts to make SDIA, and the services associated with the operation of SDIA accessible to persons with disabilities should be directed to the Title VI Coordinator.

The Authority has established, pursuant to Title II, Section 35.107 (b) of the ADA, the following formal Complaint Procedure ("Complaint Procedure") to be used by persons to allege a complaint or a violation of the ADA. Individuals are not required by federal regulations to use this Complaint Procedure and may file complaints directly with the appropriate enforcement agency. Under the Complaint Procedure, any individual who believes they have encountered discrimination based on disability or a violation of the Americans with Disabilities Act (ADA) within our services, activities, or programs is entitled to file a complaint. The filing of a complaint pursuant to the Complaint Procedure shall not constitute a claim pursuant to California Government Code Section 900, et seq.

Filing a Complaint:

The complaint should be submitted as promptly as possible and no later than 180 calendar days following the alleged incident or violation. All provided information will be held in strict confidence to the maximum extent allowed by law. It is important to note that the Authority must adhere to the California Public Records Act, as detailed in California Government Code Section 6250, et seq.

Option 1: The preferred method for filing a complaint is through our Online Complaint Form. We encourage you to fill out the form thoroughly, providing detailed information regarding the incident and the nature of your complaint. The Online Complaint Form needs to be submitted within 180 calendar days from the date of the incident. To access the Online Complaint Form, please click on the following link: [Online Title VI Complaint Form](#)

Option 2: If you are unable to submit your complaint online, please complete our Complaint Form ([Attachment A](#)) and mail it to the Title VI Coordinator at the following address:

San Diego County Regional Airport Authority
Attn: Title VI Coordinator
P.O. Box 82776
San Diego, CA 92138

Option 3: If you are unable to submit a complaint using either the online or hard copy form, you may contact the Title VI Coordinator by phone. During the call, the coordinator will transcribe your details into the online form on your behalf. Title VI Coordinator Phone: **619-400-2482**

Complaint Investigation and Response:

The Title VI Coordinator will issue a confirmation letter to the complainant within 15 calendar days of receiving the complaint. Subsequently, within 10 calendar days from the date of the complaint's receipt, the coordinator will provide a written response through mail. This response will detail the Authority's stance and present potential options for a thorough resolution of the complaint.

Should the final response from the Title VI Coordinator fail to resolve the issue to the complainant's satisfaction, the complainant or their authorized representative may file an appeal. This appeal must be submitted within 30 days following the date of the Title VI Coordinator's final response. The appeal must include the complainant's name, the date of the incident, and the Incident Reference Number provided by the Title VI Coordinator. Please ensure that all this information is included and mail the appeal to:

San Diego County Regional Airport Authority
Attn: Planning Manager
P.O. Box 82776
San Diego, CA 92138

The Title VI Coordinator will notify the FAA of any pending investigations, including civil rights compliance reviews, and complaints lawsuits, or other investigations aligning noncompliance.

Federal Aviation Administration (FAA):

Allegations of discrimination may also be submitted directly to the FAA:

Federal Aviation Administration
Office of Civil Rights
ACR -1800
Independence Avenue, S.W.
Washington, D.C. 20591

For more information on submitting an FAA complaint, please visit: [FAA Complaints](#)