

Filing a Title VI Discrimination Complaint

Any person who believes that he or she has been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Little Rock Port Authority service, program, or activity whether federally funded or not, based on their race, color, creed, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, genetic information, political opinions or affiliation may file a complaint. A complainant's representative may also file a complaint on the behalf of such a person.

The following procedures explain how a complaint may be filed:

Complaints

A complaint should be filed in writing within 180 days of the occurrence of alleged discrimination. If possible, the complaint should be filed on the Complaint Form and should contain the identity of the complainant, the basis for the complaint (that is, discrimination based on race, color, national origin, sex, religion, age, etc.), and a description of how the alleged discrimination took place, along with the date(s) on which the discrimination took place. A complaint form may be obtained from the Little Rock Port Authority website, from the Little Rock Port Authority office, by fax, or by email.

If the complaint cannot be submitted in writing, the complainant should contact the Title VI Coordinator for assistance in using an alternative format:

Jean Pulliam, Title VI Coordinator
10600 Industrial Harbor Drive
Little Rock, AR 72206,
jpulliam@lrportauthority.com
(501) 490-1468

A complaint form may be obtained from the Little Rock Port Authority website, from the Little Rock Port Authority office, by fax or by email. The LRPA will not respond to complaints without the complainant's name and mailing address. The complainant may include additional information or material as an attachment with the submission. The Title VI Coordinator may follow up with additional questions, as necessary. Questions regarding the complaint or completing the form should be addressed to the Title VI Coordinator. Complaints may be submitted in person, by fax, email, or by mail. Follow up investigation may require an in-person visit.

Acknowledgement

Within three business days upon receipt of a complaint, a letter or card will be mailed to the complainant with the following information: (1) acknowledgement that the complaint has been received and is pending investigation; and (2) estimated date by which a response will be sent to the complainant.

Investigation and resolution of complaint

The Title VI Coordinator will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from the receipt of the complaint. The response will provide information

concerning resolution of the complaint and/or will make any necessary recommendations or appropriate remedial action.

A record of all Title VI complaints and investigations will be maintained by the Little Rock Port Authority for a minimum of five (5) years. Each record will include the name and address of the complainant, nature of the complaint, problems identified, resolution of the complaint and any resulting modifications made to an activity of the Little Rock Port Authority.

Confidentiality

In accordance with DOT Order 1000.12, the Little Rock Port Authority shall keep the identity of complainants confidential except to the extent necessary for carrying out an investigation and except where disclosure is required by law. If an investigator determines that it is necessary to disclose the complainant's identity to the responder or a third party, the investigator must first obtain complainant's written permission, unless required by law.