

V. Filing a Civil Rights 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 (Appendix B) 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 (Appendix B) 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 Civil Rights Coordinator for assistance in using an alternative format:

Jean Pulliam, Civil Rights Coordinator
10600 Industrial Harbor Drive
Little Rock, AR 72206,
jpulliam@portoflittlerock.com
(501) 490-1468

A complaint form (Appendix B) 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 Civil Rights Coordinator may follow up with additional questions, as necessary. Questions regarding the complaint or completing the form should be addressed to the Civil Rights Coordinator. Complaints may be submitted in person, by fax, email, or by mail. Follow up investigation may require an in-person visit.

Complaints may also be sent to the U.S. Department of Homeland Security, Office for Civil Rights and Civil Liberties at:

Email: CRCLCompliance@hq.dhs.gov (fastest method to submit complaint)

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528

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 Civil Rights 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 Civil Rights 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.

The Little Rock Port Authority will take reasonable steps to ensure assistance to complainants with disabilities or with limited English Proficiency, including provision at no cost of appropriate auxiliary aids and services, qualified interpreters to LEP persons, to persons with disabilities who are deaf or heard of hearing, and other individuals as necessary to ensure effective communication.

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.

No Retaliation

The Little Rock Port Authority will not tolerate intimidation, threats, coercion, or discrimination against any individual or group for the purpose of interfering with any right or privilege guaranteed under law or regulations, or because the individual has filed a complaint or has testified, assisted, or participated in any way in an investigation, proceeding, or hearing or has opposed any LRPA action or decision. Any individual alleging such harassment or intimidation may file a separate complaint with the appropriate agency federal civil rights office.