



Title VI Policy and Complaint Procedure

The Missoula County Airport Authority (“MCAA”) is committed to a policy of nondiscrimination in the conduct of its business, including its Title VI responsibilities. Title VI of the Civil Rights Act of 1964 (“Title VI”) requires that no person in the United States shall, on the grounds of race, color, national origin, sex, creed, or age, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Every effort will be made by MCAA to ensure nondiscrimination in all of its programs and activities, whether federally funded or not. MCAA requires Title VI non-discrimination assurances from each tenant, contractor, and concessionaire providing an activity, service or facility at the Missoula International Airport (“the Airport”) under lease or contract from MCAA.

MCAA has established a process for filing a complaint under Title VI. Any person who believes that he or she has been discriminated against by the Airport, its tenants, contractors, or concessionaires on the basis of race, color, national origin, sex, creed, age or disability may file a Title VI complaint by completing and submitting a [Title VI Complaint Form](#). Allegations of discrimination should be promptly reported to MCAA’s Administrative Manager, Lynn Fagan, who has been appointed the Title VI Coordinator, and is responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 49 C.F.R. Part 21. Complaints may also be filed directly with the FAA at:

Federal Aviation Administration
Office of Civil Rights
Room 1030, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591



Complaint Procedure

1. Complaints must be filed within one hundred and eighty (180) days after the alleged incident. Please provide the names and contact information for any persons who can support or clarify your allegations. Complaint forms are available on MCAA's website: www.flymissoula.com, and can also be provided by contacting the Administration Office at (406) 728-4381.
2. If a complaint is initially made by phone or in person, it must be supplemented with a written complaint within days after the alleged incident. The Complainant will be provided copies of MCAA's Complaint Procedure and Complaint Form and instructed to submit a written complaint. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.
3. Airport employees, tenants, contractors and concessionaires who receive a Title VI Complaint shall forward the Complaint to the Title VI Coordinator within seventy-two hours.
4. Within fifteen (15) days of receipt of a complaint, the Title VI Coordinator shall:
 - a. Confirm receipt with the complainant;
 - b. Send a copy of the complaint to the Airport Director;
 - c. Send a copy of the complaint to the FAA.
5. The Title VI Coordinator may meet with the complainant to clarify the issues, obtain further information, and determine if information resolution might be possible.
6. The Title VI Coordinator will promptly investigate all discrimination complaints and will make every effort to complete discrimination complaint investigations with 60 calendar days after the complaint is received.
7. The Title VI Coordinator will quickly and fairly resolve disputes with complainants, or with contractors, tenants, or other persons, through early resolution efforts at the lowest level possible. The option of informal mediation meetings between the affected parties and the Title VI Coordinator may be utilized for resolution.
8. In addition to taking action with respect to any specific instances of discrimination, MCAA will identify and implement measures to reduce the chances of similar discrimination in the future.
9. MCAA employees will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.
10. After completing the investigation, the Title VI Coordinator will prepare a written report.
11. If the Title VI Coordinator finds that a violation has occurred, the written report must contain a brief description of remedies MCAA will undertake to achieve compliance.
12. A Complainant may appeal the written report by submitting an appeal in writing to MCAA no later than ten (10) business days after receipt of the final report. The appeal must be submitted to the Airport Director, Missoula County Airport Authority, 5225 Highway 10 West, Missoula, MT 59808.