

**LOUISVILLE REGIONAL AIRPORT AUTHORITY (LRAA)  
PROCEDURES FOR HANDLING  
49 CFR SECTION 27 COMPLAINTS**

**Complaints**

Formal written complaints received by the LRAA shall be forwarded to the Office of the Executive Director (coordinator). The coordinator maintains a record of the complaint for six (6) months and conducts a preliminary review.

**Discrimination Complaint Procedures**

These procedures are for formal complaints of discrimination received by the LRAA under 49 CFR Section 27. They apply to alleged discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the Airport or at Airport facilities based upon race, creed, color, national origin, gender or disability.

Any person who feels that he or she has been subjected to discrimination under 49 CFR Section 27 has the right to file a complaint with the LRAA. These procedures are in addition to the rights of a complainant to file a formal complaint with an outside agency such as the U.S. Department of Transportation or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

**Procedure**

Complaints must be filed within 90 days after the alleged discriminatory event, must be in writing, and must be delivered to:

Office of the Executive Director  
Louisville Regional Airport Authority (LRAA)  
700 Administration Drive  
Louisville, KY 40209  
502-368-6524

As an alternative, a complaint of alleged discrimination may be communicated to the LRAA Public Safety Department. If a complaint is initially made by phone, it must be supplemented with a written complaint within 90 days after the discriminatory event. Accommodation will be provided upon request to individuals unable to file a written complaint due to a disability.

A copy of the formal complaint will be maintained on file for 6 months from the date of receipt. For information on filing a complaint with DOT/FAA contact the Office of the Executive Director.

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

The LRAA will issue a written decision.

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- These procedures are for complaints of discrimination, other than employment discrimination by the Louisville Regional Airport Authority. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants based upon race, creed, color, national origin, gender or disability. They cover any program or activity administered by the Airport.
  - The Louisville Regional Airport Authority will promptly investigate all discrimination complaints, including those referred to the Federal Aviation Administration (FAA) for investigation. In investigating a complaint that has been referred to the FAA, the Louisville Regional Airport Authority will endeavor to avoid interfering with the FAA investigation, will cooperate with the FAA when possible, and will share factual information with the FAA.
  - The Louisville Regional Airport Authority will make every effort to complete discrimination complaint investigations within 60 calendar days after the complaint is received, but recognizes that some investigations will take longer.
  - The Louisville Regional Airport Authority will act expeditiously to resolve issues with complainants, or with contractors, tenants, or other persons.
  - The LRAA will notify the parties involved in the complaint of the alleged violation of 49 CFR Section 27 and the written decision issued by the Office of the Executive Director.
  - The LRAA will not intimidate or retaliate against a person who has filed a complaint alleging discrimination.

### **Internal Procedures**

**Initial Receipt of Written Complaint.** The LRAA will log in the complaint and promptly send copies of the complaint to:

Appropriate LRAA Department  
Appropriate Business Partner (contractor, concessionaire, airline, etc.)  
Executive Director

**Assignment of Investigator:** The Office of the Executive Director will immediately begin the investigation or designate an investigator.

**Investigation Report:** After completing the investigation, the Louisville Regional Airport Authority will prepare a written report.

**Forwarding Report and Response to Complainant:** At the completion of the investigation, the parties involved with the complaint will receive a letter of findings and determination of the investigation and any applicable resolution. The letter transmitting the findings and any applicable resolution will state the Airport's conclusion regarding whether unlawful discrimination occurred, and will describe the complainant's appeal rights.

**Appeal and Final Administration Action:** If the complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the LRAA's Executive Director. The written appeal must be received within ten business days after receipt of the written decision. The written appeal must contain all arguments, evidence, and documents supporting the basis for the appeal. The Executive Director will issue a final written decision in response to the appeal.

**Appeal of LRAA Decision:** The complainant will have the right to appeal the decision of the Executive Director with the appropriate agency.