

LOS ANGELES WORLD AIRPORTS

TITLE VI COMPLAINT PROCESS

It is the policy of the City of Los Angeles and the Board of Airport Commissioners of Los Angeles World Airports (LAWA) to assure that no person shall, on the basis of race, color, national origin, sex, creed, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in its public services and employment opportunities. If you believe that you have received discriminatory treatment by LAWA on any of the above bases, you have the right to file a complaint with the LAWA Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Filing a Complaint

To file a complaint, please complete the LAWA Title VI Complaint Form or contact LAWA via U.S. mail or email, addresses indicated below:

Anny Surmenian
Title VI Coordinator
Los Angeles World Airports
1 World Way
Los Angeles, CA 90045
civilrights@lawa.org

Upon request, LAWA will make available language assistance for persons with limited English proficiency or other assistance as necessary to file a complaint.

Investigations

The Title VI Coordinator will notify the complainant and the FAA that the allegations were received within 15 business days from the day the complaint was received, and begin an investigation/review.

The investigation/review may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant will have a chance to present witnesses and evidence.

A comprehensive investigation/review will be conducted and expected to be completed within 90 days of the receipt of the formal complaint. The complainant will receive a letter of findings and determination of the investigation and any applicable resolution. If the complainant disagrees with the written response or conclusion, the complainant may appeal in writing to the Title VI Coordinator, who will forward the appeal to the appropriate LAWA Executive or designee. The written appeal must be received within ten (10) 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 LAWA Executive or designee will issue a final written decision in response to the appeal. Copies of each Title VI complaint, a summary of the investigation report, and any response will be forwarded to the FAA in a timely manner.