
Charleston Regional Aviation Authority Title VI Complaint Procedure

Policy Statement

The Charleston Regional Aviation Authority (“Authority”) has established a complaint procedure for any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, or gender. These procedures do not deny or limit the right of a complainant to file a formal complaint with an outside agency, such as the U.S. Department of Transportation (USDOT) or Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Complaints Handled by the Authority

Complaints must be filed, in writing, within 180 days of the alleged occurrence. All complaints may be submitted, using the [Charleston Regional Aviation Authority Title VI Complaint Form](#), and sent to the Authority’s Title VI Coordinator at the address below:

Title VI Coordinator
Charleston Regional Aviation Authority
5500 International Blvd., Suite #101
Charleston, SC 29418-6911

Upon receiving the complaint the Title VI Coordinator will make every effort to complete the investigation within ninety (90) calendar days after the complaint is received. If additional information is needed, relevant to the complaint, the investigator will notify the complainant in writing. Failure of the complainant to provide the requested information within a reasonable period shall result in the administrative closure of the complaint or a delay in complaint resolution.