

CLARK COUNTY DEPARTMENT OF AVIATION GRIEVANCE PROCEDURE TITLE VI

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. This grievance procedure may be used by anyone who wishes to file a Title VI complaint alleging that he or she or any other program beneficiaries have been subjected to discrimination in his or her receipt of benefits and/or services from the County, or by a contractor or subrecipient on the grounds of race, color or national origin. These procedures do not deny the right of the complainant after completion of the Title VI complaint process to file a complaint with state or federal agencies, or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Process:

1. The complaint should be in writing and contain information about the alleged discrimination. Specifically:

- a) the complaint is to include the name, address, phone number of the complainant;
- b) the name of the county department and/or county employee(s) against whom the complaint is filed; and,
- c) a statement of the problem.

2. The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 180 days after the alleged violation to:

Lisa Hogan, Title VI Coordinator
McCarran International Airport
5757 Wayne Newton Blvd.
Las Vegas, NV 89119
(702) 261-5747; fax (702) 261-5096; lisah@mccarran.com

3. Within five (5) working days after receipt of the complaint, the Department of Aviation's Title VI Coordinator or appropriate designee (hereafter liaison) will determine whether the County has jurisdiction over the complaint, whether the complaint contains the necessary information, what additional information may be necessary, etc. As may be necessary, the Department of Aviation's Title VI Coordinator or the assigned liaison will meet with the complainant to discuss the complaint and the possible resolutions.

4. Clark County Department of Aviation will notify and forward the complaint to the Federal Aviation Administration (FAA) within 15 days of receipt along with resolution efforts being taken.

5. As a general process, within 45 calendar days from receipt of the complaint, the Department of Aviation's Title VI Coordinator or the liaison (whoever investigates the grievance) will respond in writing to the complaint; and, where necessary, in a format accessible to the complainant, such as large print, or audio tape. The response will explain the position of the County and may include options for resolution of the complaint.

6. If the response by the Department of Aviation's Title VI Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Office of Diversity

Director, Sandy Jeantete, 500 S. Grand Central Parkway, Las Vegas, NV 89155, bonillal@clarkcountynv.gov; Fax (702) 455-5759.

7. If the County's Office of Diversity Director investigates and responds to the grievance, and if the response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the County Senior Manager to whom the Office of Diversity Director reports, currently the Chief Financial Officer (also located in the Government Center on S. Grand Central Parkway).

8. Within 15 calendar days after receipt of the appeal, the Chief Financial Officer or his or her designee will review the appeal information and within 15 calendar days thereafter, the Chief Financial Officer or his or her designee will respond in writing and, where necessary, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the County's Title VI Coordinator or liaison, appeals to the Chief Financial Officer or designee, and responses from these two offices will be retained by the County for at least three years.