



## COUNTY OF ORANGE

### JOHN WAYNE AIRPORT TITLE VI GRIEVANCE PROCEDURE

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 of Orange - John Wayne Airport (the "Airport"), or by a contractor or sub-recipient on the grounds of race, color or national origin. These procedures do not deny the right of the complainant to file a complaint directly with the U.S. Department of Transportation or Federal Aviation Administration.

#### **Process:**

1. The complaint should be in writing, signed by the complainant, and include the following:
  - a) the name, address, phone number of the complainant;
  - b) the name of the county department and/or county employees, contractors or tenants against whom the complaint is filed; and
  - c) a statement of the problem including the date(s) of the action(s) in question, the names and contact information of any witnesses to the alleged discriminatory action, and a detailed explanation of the sequence of events which the complainant believes to be discriminatory.

2. The complaint should be submitted as soon as possible, but no later than 180 days after the alleged violation to:

*Jeannette Grieco, PM Control Analyst  
Orange County John Wayne Airport  
3160 Airway Avenue  
Costa Mesa, CA 92626-4608*

*Phone: (949) 252-6057  
Fax: (949) 252-5278  
Email: [JGrieco@ocair.com](mailto:JGrieco@ocair.com)*

3. Within five working days after receipt of the complaint, the Airport's Title VI PM Control Analyst or their designee (hereinafter "Liaison") will determine whether the County has jurisdiction over the complaint, whether the complaint contains the necessary information, and what additional information may be necessary. If necessary, the Liaison will meet with the complainant to discuss the complaint and the possible resolutions.
4. Within 45 calendar days from receipt of the complaint, the Liaison will respond in writing to the complaint. Where necessary, such response will be in a format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Airport and may include options for resolution of the complaint.
5. If the Liaison's 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 Office of the Director, John Wayne Airport, 3160 Airway Avenue, Costa Mesa, CA 92626, Attn: Title VI Program.
6. Within 15 calendar days after receipt of the appeal, the Airport Director will respond in writing with a final resolution of the complaint.