

How to File a Title VI Complaint with the Chattanooga Metropolitan Airport Authority (CMAA)

Who May File a Complaint?

If you believe you have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by the CMAA or its business partners, you may file a complaint.

A formal complaint must be filed within 180 days of the alleged occurrence or when the alleged discrimination became known to the complainant.

How Do You File?

You may file a complaint by completing the CMAA Title VI Complaint form (PDF) along with supporting documentation. This documentation should include the following:

- A summary of your allegations including how, when, why and where the complainant believes they were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination
- The names and contact information of any witnesses.

The signed complaint form and supporting documentation should be mailed to:

Chattanooga Metropolitan Airport Authority
Title VI Coordinator
1001 Airport Road, Suite 14
Chattanooga, TN 37421

OR

Tennessee Department of Transportation
Title VI Director
505 Deaderick Street, Suite 1800
Nashville, TN 37243-0347

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 or the Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

What Should You Expect from CMAA's Complaint Process?

All complaints will be investigated promptly. The Title VI coordinator may meet with the complainant or any other party identified in the complaint for clarification and/or obtaining additional information. After completion of the investigation, the Title VI coordinator will issue a written decision. The complainant may appeal the decision with the Federal Aviation Administration. The Title VI coordinator will provide the most current contact information and procedures for such an appeal.

The CMAA final investigative report and a copy of the complaint will be forwarded to the appropriate State and Federal Agency and affected parties within 60 calendar days of the acceptance of the complaint.