



## Title VI Complaint Procedures

These procedures are for complaints of discrimination, other than employment discrimination, by the **A.B. WON PAT INTERNATIONAL AIRPORT AUTHORITY, GUAM (GIAA)**. They apply to discrimination by airport employees, contractors, concessionaires, lessees, or tenants of the **A.B. WON PAT INTERNATIONAL AIRPORT AUTHORITY, GUAM (GIAA)** facilities based upon race, creed, color, national origin, or sex, including but not necessarily limited to complaints under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. They cover any program or activity administered by the **A.B. WON PAT INTERNATIONAL AIRPORT AUTHORITY, GUAM (GIAA)**.

Any person who feels that he or she has been subjected to discrimination on the basis of race, creed, color, national origin, or sex has the right to file a complaint with the Airport. 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 Federal Aviation Administration (FAA), or to seek private legal counsel regarding discrimination.

Complaints must be filed within 180 days after the alleged discriminatory event, must be in writing, and must be delivered by one of the following:

By mail to: **A.B. WON PAT INTERNATIONAL AIRPORT AUTHORITY, GUAM (GIAA)**.

Attn: **Marlene T. Pinaula**  
**Title VI Coordinator**  
**P.O. Box 8770**  
**Tamuning, Guam 96911**

or

By email to: [marlene.pinaula@guamairport.net](mailto:marlene.pinaula@guamairport.net) / [cherylb@guamairport.net](mailto:cherylb@guamairport.net)

Complainants may also file a written complaint directly with the FAA:

By mail to: Federal Aviation Administration  
Office of Civil Rights, ACR-1  
800 Independence Ave. SW Washington,  
D.C. 20591

1. If a complaint is received, the Title VI Coordinator will provide written acknowledgment to the complainant within ten (10) business days.
2. Upon the receipt of a written complaint, the Airport will investigate and attempt an early resolution.
3. Within 15 days of receiving a written complaint, the Title VI Coordinator will forward a copy of the complaint to the FAA Airport Nondiscrimination Compliance Program Team, along with a statement describing all actions taken to resolve the matter and the results of such actions. The Title VI Coordinator will work with the Airport Nondiscrimination Compliance Program Team during this process.
4. The Title VI Coordinator will make every effort to complete discrimination complaint investigations with sixty (60) calendar days after the written complaint is received, but recognizes that some investigations may take longer. The Title VI Coordinator will document each investigation in an investigation report.
5. Upon completion of the investigation, the Title VI Coordinator will issue either a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was no finding of a Title VI violation and that the investigation will be closed. A letter of finding summarizes the allegations and investigation findings and explains whether any disciplinary action, additional training, or other action will occur.
6. If the complainant disagrees with the conclusion of the investigation, the complainant may appeal in writing to Mr. John M. Quinata, Executive Manager. The written appeal, including all arguments, evidence, and documents supporting the appeal, must be received within fourteen (14) business days of the decision letter. The Executive Manager will issue a final written decision in response to the appeal within thirty (30) business days. The Executive Manager's decision is final.
7. Copies of the complaint, summary of the investigation report, any response, and the Airport's decision letter(s) will be sent to the FAA.