

## **POLICY AND NOTICE OF NONDISCRIMINATION**

The Virginia Port Authority (“VPA”) complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including language).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

It is VPA’s policy that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis of race, color, national origin, sex, age, disability/handicap, creed/religion, low income, Limited English Proficiency (“LEP”), or any other federally protected category as protected under Title VI of the Civil Rights Act of 1964, as amended and any other non-discrimination statutes that afford legal protection.

It is against the law to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

### **Information and Services for Persons with Disabilities and Persons with Limited English Proficiency**

VPA will generally, upon request, provide:

- Free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

If you need these services, please contact: VPA at [povcustomerservice@vit.org](mailto:povcustomerservice@vit.org).

### **Complaint Filing Procedures**

Any person who believes that he or she has been subjected to discrimination may submit a Title VI or ADA complaint to the VPA. Complaints should be filed within one hundred eighty (180) days of the last alleged incident of discrimination. Complaints should include as much of the following information as possible: Complainant’s name, address, email and phone number; The basis of the complaint (e.g., race, color, creed/religion, national origin, sex, age, or disability); The date(s) on which the alleged discriminatory event(s) occurred; A description of the incident(s) that caused the complainant to feel that discrimination occurred; and Names,

addresses, phone numbers and email addresses of persons who witnessed the incident(s). A complaint may be filed anonymously, in which case, the complainant will not receive feedback. Nevertheless, the complaint will be taken into consideration to help prevent similar discriminatory actions, as appropriate.

The complaint may be transmitted to the following address(es):

[Compliance@portofvirginia.com](mailto:Compliance@portofvirginia.com) or (757) 440-7099

Requests for alternate formats or other accommodations can be made by contacting VPA at [povcustomerservice@vit.org](mailto:povcustomerservice@vit.org).

## **Complaint Processing**

After a complaint is received by VPA, VPA staff will log and track it by name, date, location, type of alleged discrimination and other details. VPA will review the complaint to determine whether it has jurisdiction. A response will be sent to the complainant within a reasonable response time (if Complainant provides contact information), acknowledging receipt of the complaint, and notifying the complainant if the complaint has been forwarded to another entity for processing.

If a complaint is about a federal agency, VPA representatives will forward the complaint to the appropriate federal agency. If a complaint is about a tenant, subtenant, licensee, or contractor, VPA representatives will forward the complaint to the tenant, subtenant, licensee, or contractor directing them to investigate the complaint and to notify VPA of the outcome.

VPA will conduct its complaint investigations using the following procedures:

- VPA representatives will contact the complainant and may request additional information if necessary to conduct the investigation.
- VPA representatives will notify the respondent(s) and any witnesses identified in the complaint.
- After the investigation is completed, VPA representatives will notify the complainant and the respondent of its findings, if any, including any recommendation(s) for action on the matter.