



POLICY AND NOTICE OF NONDISCRIMINATION

The South Carolina Ports Authority (“SCPA”) 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 the policy of SCPA 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

SCPA 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:

SCPA Solutions Center at solutionscenter@scspa.com or 843-579-4433.

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 SCPA. 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):

South Carolina Ports Authority
Attention: Solutions Center
200 Ports Authority Drive
Mount Pleasant, South Carolina 29464

Or sent via e-mail to: solutionscenter@scspa.com

Requests for alternate formats or other accommodations can be made by calling 843-579-4433 or emailing solutionscenter@scspa.com.

Complaint Processing:

After a complaint is received by SCPA, SCPA staff will log and track it by name, date, location, type of alleged discrimination and other details. SCPA will review the complaint to determine whether it has jurisdiction.

A response will be sent to the complainant within approximately ten (10) business days, 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, SCPA representatives will forward the complaint to the appropriate federal agency.

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

SCPA will conduct its complaint investigations using the following procedures:

- SCPA representatives will contact the complainant and may request additional information if necessary to conduct the investigation.
- SCPA representatives will notify the respondent(s) and any witnesses identified in the complaint.
- After the investigation is completed, SCPA representatives will notify the complainant and the respondent of its findings, if any, including any recommendation(s) for action on the matter.
- The notification will also advise the complainant of any appeal rights. Such notifications shall be transmitted in writing within approximately ninety (90) days after the commencement of the investigation.