

ADA complaint procedures, if written

ADA complaint record retention procedures, if written

Suggestions, Comments & Complaints

MLU seeks to provide its customers with safe, reliable, and customer-oriented service. We look forward to working with you to provide the best service possible. If you have a suggestion, comment or a complaint about our service, please call our Director of Marketing at (318) 329-2460 or write to:

Monroe Regional Airport
Director of Marketing
5400 Operations Rd.
Monroe, LA. 71203

Specific details will help MLU thoroughly address your suggestions, complaints or comments in an expeditious fashion.

Please remember to include the following information when calling or writing to us.

- Name, address, and telephone number
- Location, Day and time of experience, if applicable
- Explanation of incident, suggestion, or comment.

Complaints received by Monroe Regional Airport will be forwarded to appropriate authorities for investigation. If staff is not available, the call will go to voicemail and a response will be provided as soon as possible. Complaints received by letter will be dated and answered in seven (7) working days. If the appropriate information is provided, the investigation will be completed within seven (7) days (excluding Saturday and Sundays) and the customer will be contacted by telephone and/or letter advising you of the receipt of the complaint.

If the investigation cannot be completed within (7) working days, the customer will be notified of the delay and advised when to expect a follow-up call to address their concern. MLU will retain copies of complaints for at least one year and a summary of all complaints for at least five years.