

ADCNR COMPLAINT PROCEDURES FOR MEMBERS OF THE PUBLIC:

ADCNR does not discriminate in access to, or in the administration of, its programs, services, and activities for the public. Any member of the public who believes he or she has been subject to discrimination, either individually or as a member of a specific class of persons, may file a complaint following the procedure below:

1. A complaint alleging discrimination under the basis of race, color, national origin, age disability, sex, English language proficiency, or other protected class:
 - a. Must be in writing. Alternate means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available to persons with disabilities upon request.
 - b. Must be filed within 180 days from the date of the alleged discrimination, unless ADCNR extends the timeframe.
 - c. Must be signed by the complainant or a representative.
 - d. Must be sent to:

Charlanna W. Skaggs
General Counsel
Civil Rights/EEO/ADA/Section 504 Coordinator
Alabama Department of Conservation and Natural Resources
64 North Union Street, Room 474 Montgomery, AL 36130
civilrightsassistance@dcnr.alabama.gov

2. If the complaint is not in writing, the ADCNR official receiving the complaint should instruct the complainant to put the complaint in writing and send it to the contact above.

3. The complaint should include:

- a. Name.
- b. Address.
- c. Telephone number and e-mail address or other contact information for the complainant.
- d. The basis of the complaint and brief description.
- e. The dates(s) of the alleged discrimination.

ADCNR LEGAL will not share a complainant's identifying information with the agency if the complainant expressly requests to remain anonymous.

4. When ADCNR, and any of its divisions, receives a complaint, it should take the following actions:

- a. Record it in a complaint log. The entry must include, at a minimum:
 - (1) the complainant's name, address, e-mail address and phone number;
 - (2) a description of the complaint;
 - (3) the date the complaint was received and investigation completed;
 - (4) the disposition of the case, including resolution; and
 - (5) all other pertinent information.
- b. Promptly submit it the attention of the General Counsel for processing.

This procedure is not meant to preclude other avenues of relief for the grievant. While it is the preference of DCNR to resolve these matters internally, as an alternative to this procedure, or where an individual is dissatisfied with the proposed resolution or disposition of the complaint by DCNR, the individual may file a complaint with the following outside agencies.

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., NW
Washington, DC 20530
Phone: (855) 856-1247
(202)514-0716 (TTY/TDD)

U.S. Fish and Wildlife Services
Office of Diversity and Inclusive Workforce
5275 Leesburg Pike
Falls Church, VA 22041
Phone: (703) 358-1724

U.S. Department of the Treasury
Office of Civil Rights and Diversity
1500 Pennsylvania Avenue N.W.
Washington, DC 20220
Phone: (202) 622-1160
Federal Relay Service Number: (800) 877-8339