

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, sex, or disability, or any other protected category.
 - 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, Deputy Commissioner of Conservation and 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 date(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) Complainant's name, address, e-mail address and phone number;
 - (2) Description of the complaint;
 - (3) Date the complaint was received and investigation completed;
 - (4) Disposition of the case, including resolution; and
 - (5) 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 ADCNR to resolve these matters internally, as an alternative or additional recourse to this procedure, or where an individual is dissatisfied with the proposed resolution or disposition of the complaint by ADCNR, the individual may file a complaint with outside federal agencies.

The Alabama Department of Conservation and Natural Resources (ADCNR) receives Federal financial assistance from the U.S. Fish and Wildlife Service. Under Title VI of the 1964 Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and Title IX of the Education Amendments of 1972, the U.S. Department of the Interior prohibits discrimination on the basis of race, color, national origin, age, sex, or disability. If you believe that you have been discriminated against in any program, activity, or facility, or if you need more information, please write to:

Office of Civil Rights
U.S. Department of the Interior
1849 C Street, NW
Washington, DC 20240
doicivilrights@ios.doi.gov