

1. Listen to the complaint.
2. Practice reflective listening skills and good customer service.
3. Inform the person of their rights and how to file a complaint, including the form to use.
This person has 180 days to file a complaint.
Website for form: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>
4. Forward the complaint to the person in charge of civil rights complaints at Feeding the Gulf Coast.
Contact: Kristi Hawthorn, Agency Relations Manager, at (251) 653-1617, ext. 132 or email
khawthorn@feedingthegulfcoast.org.
5. The person in charge of civil rights complaints will record the complaint in writing and share with Feeding the Gulf Coast's President and CEO.
6. The President and CEO will forward the complaint to the USDA within three (3) business days of when the complaint was originally received and notify the State Agency of the complaint.
7. Complaint investigation and resolution will be determined by USDA.

STATE AGENCY CONTACTS

Alabama State Department of Education

Anna Kozlowski
Child Nutrition Program/Food Distribution Section
anna.kozlowski@ALSDE.edu
(334) 242-8240
CC: Angelice Lowe, **alowe@alsde.edu**

Florida Department of Agriculture

Mallory Reeves
Supervisor of Program Oversight
Mallory.Reeves@FreshFromFlorida.com
(407) 888-8751

USDA

Mail

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, SW
Washington, DC 20250-9410

Fax

(202) 690-7442

Email

program.intake@usda.gov

For help filling out the complaint form, you may call any of these telephone numbers:

Local: (202) 260-1026

Toll-free Customer Service: (866) 632-9992

Local or Federal relay: (800) 877-8339

Relay voice users: (866) 377-8642