



State of Alaska

Department of Public Safety

Alcoholic Beverage Control Board

Sean Parnell, Governor
Joseph A. Masters, Commissioner

February 15, 2011

COMPLAINT PROCEDURE

In the event any person believes he or she has not been treated fairly by any member of the Alcoholic Beverage Control Board the following procedure is instituted for his or her convenience. Following this procedure will give the public a range of options and give management an opportunity to investigate the concerns and take whatever action is appropriate.

1. Contact an immediate supervisor.

If the issue stems from licensing Records & Licensing Supervisor Lauren Edades can be contacted:

Lauren Edades
Records & Licensing Supervisor
Alcoholic Beverage Control Board
5848 E. Tudor Road
Anchorage, Alaska 99507
(907) 269-0359
lauren.edades@alaska.gov

If the issue stems from an enforcement issue Enforcement Unit Supervisor Robert Beasley can be contacted:

Robert Beasley
Enforcement Unit Supervisor
Alcoholic Beverage Control Board
5848 E. Tudor Road
Anchorage, Alaska 99507
(907) 269-0353
robert.beasley@alaska.gov

2. Contact the director:

Office of the Director

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5848 E. Tudor Road - Anchorage, AK 99507 - Voice (907) 269-0350 - Fax (907) 272-9412

Submitted by DPS

In addition, the Director can always be contacted with any concerns regarding the operation of the agency:

Shirley Gifford
Director
Alcoholic Beverage Control Board
5848 E. Tudor Road
Anchorage, Alaska 99507
(907) 269-0351
shirley.gifford@alaska.gov

3. Schedule an appearance before the Board of Directors.

Call either Lauren Edades at 907-269-0359 or Shirley Gifford at 907-269-0351 to ensure a place on the agenda.

4. Attend a Board of Directors meeting during the Public Testimony period.

The Board of Directors meets five times per year. The public testimony period is scheduled first on the agenda after a short briefing. The date, time, and location of the board meetings are posted on the bottom of the first page on the ABC Board website: <http://www.dps.state.ak.us/abc/>

5. File a complaint with the Department of Public Safety's Office of Professional Standards:

The State of Alaska website is www.state.ak.us ; click on Departments - Public Safety - Commissioner's Office - Report Employee Conduct - Notice of Employee Conduct. The link is as follows: http://www.dps.state.ak.us/Comml/docs/DPS_Form_OPS-102.pdf

6. Contact the State of Alaska Ombudsman:

Linda Lord-Jenkins
Ombudsman
State of Alaska
P.O. Box 101140
Anchorage, Alaska 99510
(907) 269-5290
ombudsman@legis.state.ak.us

The State Ombudsman is not to take the place of the first five options; however, the complainant may choose to contact the Ombudsman instead. The Ombudsman's office is an independent agency set up to investigate matters involving state agencies.

Any member of the public should feel free to use one or more of the methods above for airing concerns regarding the conduct or performance of the ABC Board or its employees. In the event a person wishes to pass along accolades regarding the performance of any employee he or she may use any or all of numbers one through five above.