

This material is part of a collection that documents the harassment, discrimination, and retaliation perpetrated against Alaska's women research scientists by their supervisor, with full knowledge (and arguably, "tacit approval") of their federal employer, the USDA Agricultural Research Service (ARS)

From: "ckbower"
Subject: RE: Fwd: [Fwd: USDA Complaint No. ARS-2008-00542]- SECOND REQUEST
Date: August 1, 2008 3:49:58 PM GMT-08:00
To: lori
Reply-To: ckbower

Good follow-up. As frustrating as it is to waste time on their errors, it'll eventually look great in the EEOC case. Thanks.

—
Actually, this form of delay, error-filled paperwork, and poor response time by USDA personnel never made it into the EEOC case, since this complaint was settled before the EEOC Hearing, (as are most complaints where the agency knows that it is guilty of violating U.S. laws). Perhaps that is why Kenneth Baisden and his USDA Civil Rights Staff performed at this level of incompetence when dealing with all of the women research scientists working for the USDA Agricultural Research Service in Alaska.

Original Message:

From: Lori
Date: Fri, 1 Aug 2008 15:34:03 -0800
To: ckbower
Subject: Fwd: [Fwd: USDA Complaint No. ARS-2008-00542]- SECOND REQUEST

----- Forwarded message -----

From: Lori
Date: Fri, Aug 1, 2008 at 3:33 PM
Subject: [Fwd: USDA Complaint No. ARS-2008-00542]- SECOND REQUEST
To: CR@usda.gov

Dear Kenneth Baisden/USDA Civil Rights Staff;

In response to the email below sent on July 3, 2008, I received a voicemail from one Ms. Wright on July 8, 2008. In the voicemail Ms. Wright indicated that the requested corrections would be made and a new letter sent to me. I have not received the corrected letter. Please do rectify this situation.

In addition, I have just called the Customer Service Unit number 1-800-795-3272 and, while voicemail is now apparently set up, the message now says "Mailbox of the Office of Adjudication and Compliance is full." Given that it is now just after 7 PM Eastern time it seems either the mailbox is never cleared out or you get so many complaints in a day that it fills up within 2 hours of the end of the workday. Either way it seems disingenuous since I have never been able to leave a voicemail, despite several attempts, and it further supports and reinforces the truth of the last sentence of the email below. This is:

*This weak customer service, compounded with the blatant discrimination I

have experienced in the Agricultural Research Service, is very discouraging and gives the distinct appearance that the USDA (and ARS) civil rights policy statement is merely a slogan unsupported by real commitment. *

With considerable concern.

----- Original Message ----- Subject: USDA Complaint No.
ARS-2008-00542 Date: Thu, 03 Jul 2008 11:45:29 -0800 From: Lori [redacted]
[redacted] To: CR@USDA.gov

Dear Kenneth Baisden;

I received a letter dated June 26, 2008 from you acknowledging your receipt of my EEO complaint of discrimination. There are errors on the letter that should be noted in my file in order to prevent any possible confusion.

1) The envelope and letter are addressed to *Mr.* Loretta Winton. Instead, it should have been addressed to Ms. Loretta Winton, as I am in fact, female, as I clearly indicated on my formal complaint. Since I am filing my complaint on the basis of sex discrimination, this error seems particularly relevant.

2) The letter states that you received my complaint on June 19, 2008. According to FedEx tracking and proof-of-delivery, my complaint was delivered and signed for by J. Daugherty on June 18, 2008.

3) The Customer Service Unit number 1-800-795-3272 is listed as the contact number if I have questions or concerns regarding my complaint. Please be aware that I have called that number several times and nobody has answered. Even more discouraging is that the message that eventually comes on says that voicemail is not setup. Therefore it is not possible to leave a message. I then looked on the internet at http://www.ascr.usda.gov/faq/faq_prog_discrim_cr.html#complaint6 and found the number. 1-866-632-9992 listed as the Customer Service Unit contact number. However, when I called that number nobody answered and the message said the mailbox was full. Therefore it was again not possible to leave a message.

This weak customer service, compounded with the blatant discrimination I have experienced in the Agricultural Research Service, is very discouraging and gives the distinct appearance that the USDA (and ARS) civil rights policy statement is merely a slogan unsupported by real commitment.

Sincerely,

[redacted]