

Complaint Procedures

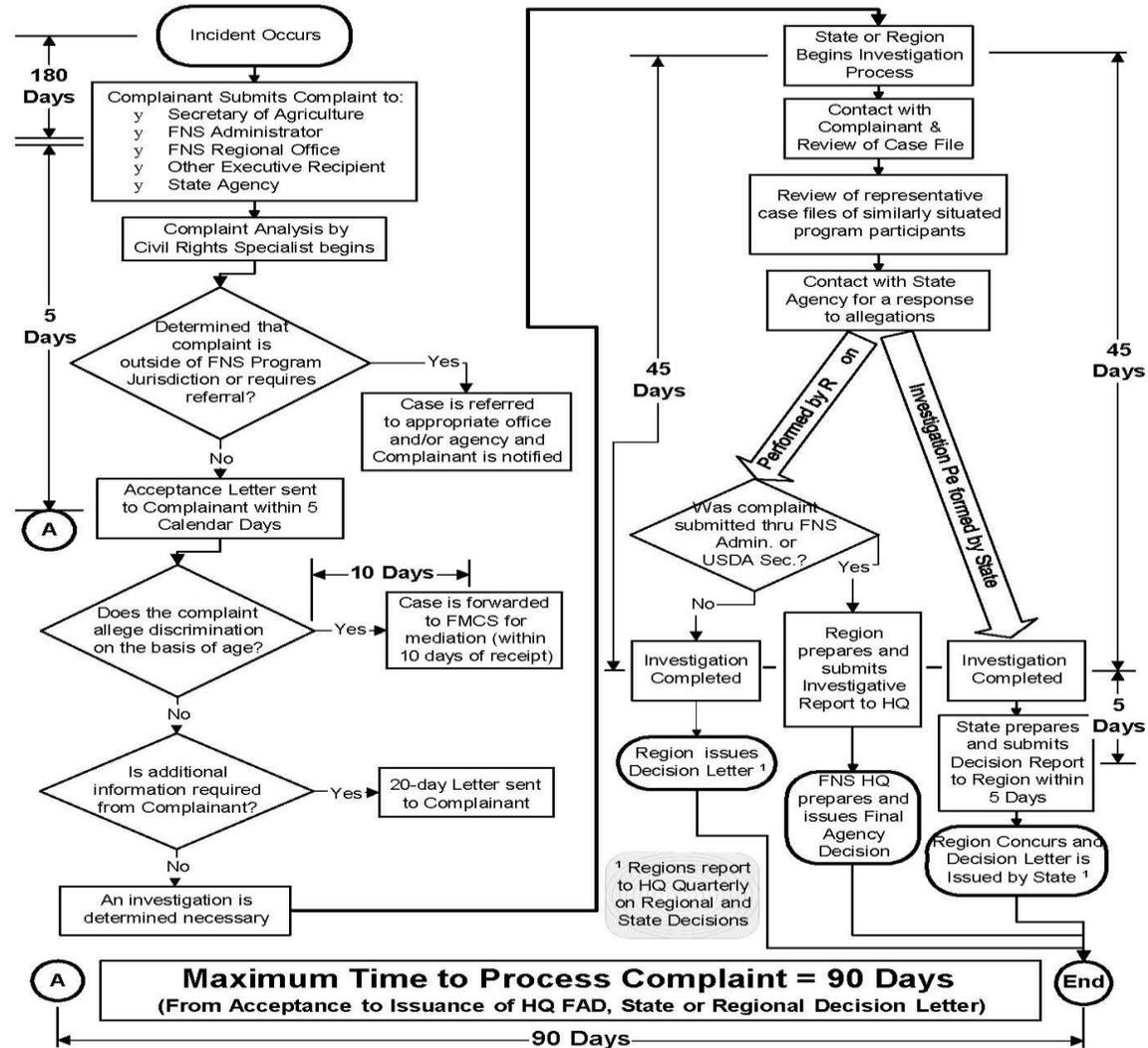


- Right to File – anyone alleging discrimination has the right to file a complaint within 180 days of the alleged discriminatory action
- Acceptance – complaints, written or verbal, must be forwarded to the appropriate OCR Director. Anonymous complaints will be handled as any other to the extent feasible based on available information.
- Forms – any OCR may develop complaint forms, but the use of such forms must not be a prerequisite for acceptance of a complaint

- Verbal Complaints – the person to whom the allegations are made must write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide the following information:
- **Complainant Name, address & phone (email or other contacting means)**
- **Specific location and name of agency delivering the service or benefit**
- **Nature of the incident or action that led the complainant to feel discriminated**
- **What protected base (class) the complainant feels discriminated against**
- **Names, phone numbers, titles, addresses of persons who may have knowledge of the discriminatory action**
- **The date(s) which the alleged discriminatory actions occurred or duration of such actions**



FNS 113 Complaint Processing Procedures & Timelines



Full Non-Discrimination Statement: Revised

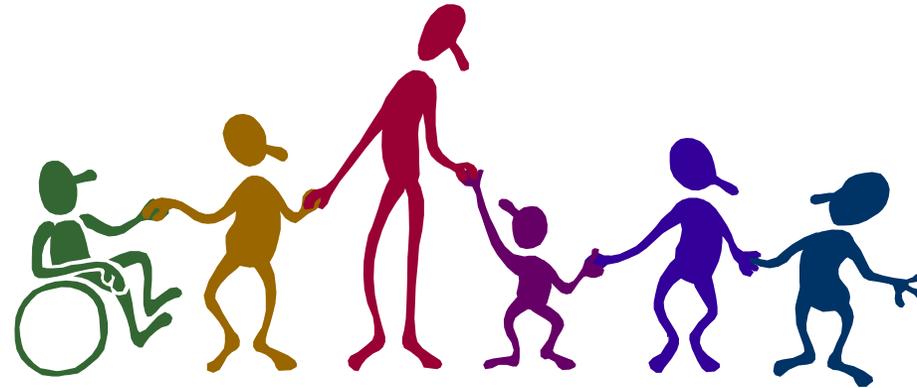
“The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)”

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.”

USDA is an equal opportunity provider and employer.

Short Non-Discrimination Statement:

- “USDA is an equal opportunity provider and employer.”



- The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.



“AND JUSTICE FOR ALL”

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. (Not all prohibitions apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA Target Center at (202) 720-9000 (voice) and (202) 720-9000 (voice and TDD).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 3267-K, United Building, 1400 Independence Avenue, SW, Washington, DC 20250-3267 or call (202) 720-9000 (voice and TDD). USDA is an equal opportunity provider and employer.

El Departamento de Agricultura de EE. UU. prohíbe en todos sus programas y actividades cualquier discriminación por motivos de raza, color, origen nacional, género, religión, edad, orientación sexual, creencias políticas, creencias familiares o estado civil. (No todas las prohibiciones aplican a todos los programas.) Personas con discapacidades que requieran medios alternativos de comunicación de información de los programas (braille, impresión grande, grabación, etc.) deben ponerse en contacto con el Centro Objetivo de Información al Cliente al (202) 720-9000 (voz) y (202) 720-9000 (voz y TDD).

Para presentar una queja sobre discriminación, escriba a USDA, Oficina de Derechos Civiles, Sala 3267-K, Edificio Unificado, 1400 Independence Avenue, SW, Washington, DC 20250-3267, o llame al (202) 720-9000 (voz) o TDD. USDA es un proveedor y empleador que ofrece oportunidades iguales.



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