**CIVIL RIGHTS COMPLAINT PROCEDURE**

# \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert Name of your Agency) does not discriminate against food recipients because of race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

# Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

# Any program participant who feels they have been a victim of discrimination or denied equal access can file a Civil Rights program complaint of discrimination with the U.S. Department of Agriculture by completing the USDA Program Discrimination Complaint Form (AD-3027) found online at: http://www.ascr.usda.gov/complaint\_filing\_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

# (1) mail: U.S. Department of Agriculture, Office of the Assistant, Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;

# (2) fax: (202) 690-7442; or

# (3) email: program.intake@usda.gov.

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