

## **Procedures for Filing a Complaint Regarding the Food and Nutrition Service Program**

1. **Right to File:** Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within 180 days of the alleged discriminatory action. Only the Secretary of Agriculture may extend this time under special circumstances. Confidentiality will be maintained. The complainant and the entity that the complaint is filed against will be encouraged to resolve the issue at the lowest possible level and as expeditiously as possible.
2. **Acceptance:** All complaints, written or verbal, will be directed to the appropriate Regional or FNS OCR Director.
3. **Written Complaints:** A complainant may complete the district's Food and Nutrition Complaint Form. This is provided on the district website.
4. **Verbal Complaints:** A complainant also may make a complaint verbally or in person by calling (866) 632-9992. The person to whom the allegations are made will write up the elements of the complaint for the complainant. The complainant will be asked to provide the same information that is asked on the Food and Nutrition Complaint Form.
5. If you wish to file a Civil Rights program complaint of discrimination, complete the district's complaint form, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or call [\(866\) 632-9992](tel:8666329992) to request a form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to the USDA 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](tel:2026907442), or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).