

FOOD AND NUTRITION SERVICES COMPLAINT PROCEDURES

DISCRIMINATION

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on 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.

To file a program complaint of discrimination, complete 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:

Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Fax: (202) 690-7442; or

Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

ELIGIBILITY AND BENEFIT LEVEL

If your household did not qualify for Food and Nutrition Services or you feel you did not get the correct benefit amount according to the law, you or your representative may request a fair hearing by calling or writing the County Department of Social Services. All appeal requests received are forwarded to the State Director of the Division of Social Services.

STATE COMPLAINT SYSTEM

Complaints about Food and Nutrition Services which do not fall into another category are handled by the North Carolina Department of Health and Human Services. If, for example, you have a complaint concerning a delay in processing your case or if you have a complaint about the service you received at the county Food and Nutrition Services office, call the

DHHS Customer Support Center toll free at 1-800-662-7030 or 877-452-2514 (TTY Dedicated) or send your complaint to:

Carlotta Dixon, MHS, CPM
Section Chief
State Emergency Response Team(SERT)/ESF 6 Human Services Lead
Title VI/ADA-Civil Rights Coordinator
NC Division of Social Services-Program Compliance
North Carolina Department of Health and Human Services

820 South Boylan Avenue, McBryde Building
2401 Mail Service Center
Raleigh, N.C. 27603