

Complaint Procedures for the Work First Program

ELIGIBILITY AND BENEFIT LEVEL

If your household did not qualify for Work First or you feel you did not get the correct benefit amount, you may request a hearing by calling or writing the County Department of Social Services.

STATE COMPLAINT SYSTEM

If you have a complaint concerning a delay in processing your benefit application, additional questions or concerns you may call the DHHS Customer Service Center 1-800-662-7030. TDD/Voice is available for the hearing impaired through the DHHS Customer Service Center number. The DHHS Customer Service Center office hours are 8:00 am – 5:00 pm, Monday through Friday excluding State holidays.

The North Carolina Department of Health and Human Services, Division of Social Services handles discrimination complaints about the Work First Program. If you have a complaint about the service you received at the county Work First office, send your complaint to:

North Carolina Department of Health and Human Services
Division of Social Services
Attention: Carlotta Dixon
Program Compliance Section
Equal Employment Opportunity Coordinator
Title VI-Civil Rights Coordinator
McBryde Building
820 S. Boylan Avenue
2401 Mail Service Center
Raleigh, NC 27699-2401
919-527-6335
919-334-1031 (fax number)

DISCRIMINATION

If you feel that you have been discriminated against on the basis of race, color, national origin, sex, religion, age, disability or political beliefs, you may file a written complaint at the following address:

Director
Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
202-619-0403 (voice) or 202-619-3257 (TTY)

The North Carolina Division of Social Services does not discriminate against any person on the basis of race, color, national origin, disability, sex, or age in the admission, treatment, or participation in its programs, services and activities, or in employment.