

## **FOOD AND NUTRITION SERVICES COMPLAINT PROCEDURES**

### **DISCRIMINATION**

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](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](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

You may also file a written complaint at the following address:

North Carolina Department of Health and Human Services Section Chief  
Division of Social Services-Program Compliance  
Carlotta Dixon, MHS, CPM  
Equal Employment Opportunity Title VI-Civil Rights Coordinator  
820 South Boylan Avenue  
2401 Mail Service Center  
Raleigh, N.C.27603

### **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, send your complaint to:

North Carolina Department of Health and Human Services Section Chief  
Division of Social Services-Program Compliance  
Carlotta Dixon, MHS, CPM  
Equal Employment Opportunity Title VI-Civil Rights Coordinator  
820 South Boylan Avenue  
2401 Mail Service Center  
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or call the DHHS Customer Support Center toll free at 1-800-662-7030 or 877-452-2514 (TTY Dedicated)