

FOOD STAMP COMPLAINT PROCEDURES

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:

USDA, Director
Office of Civil Rights
Room 326-W Whitten Building
1400 Independence Ave SW
Washington, DC 20250-9410
Phone: 202-720-5964 (voice and TDD)

ELIGIBILITY AND BENEFIT LEVEL

If your household did not qualify for Food Stamps 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 the Food Stamp Program which do not fall into another category are handled by the **Food Assistance and Energy Programs Branch**. 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 Stamp office, send your complaint to:

Food Assistance and Energy Programs Branch
Division of Social Services
NC Dept. of Health and Human Services
325 N. Salisbury St.
2420 Mail Service Center
Raleigh, N. C. 27699-2420

or call the CARE-LINE toll free at 1-800-662-7030

[Figure 125-1](#)