

## You Have a Right to Make a Complaint

This TEFAP Provider is committed to maintaining an environment free from discriminatory behavior and provides an equal opportunity to provide food to all participants regardless of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Participants have the right to make a complaint when they believe they may have been treated unfairly, unreasonably, or in a manner that constitutes discrimination or harassment. It's your right to receive a timely response with no fear of retaliation or impact on access to food. Participant complaints will be addressed no later than 30 business days after the complaint has been made.

**There is no wrong way to make a complaint. A complaint can be made to any of the following:**

- Food Shelf/program Name:
- Food Bank - Name:
  - Email address/phone:
- MN Food HelpLine: 1-888-711-1151
- MN Hunger Solutions online complaint form
- MN DCYF OEO [MNTEFAP.DCYF@state.mn.us](mailto:MNTEFAP.DCYF@state.mn.us)
- To your local and/or state representatives
- To the USDA



### **USDA Nondiscrimination Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online

at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. **fax:**  
(833) 256-1665 or (202) 690-7442; or
3. **email:**  
[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.