

## 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, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, 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



Online Complaint  
Form

### USDA Nondiscrimination Statement

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, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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 State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) 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:

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

This institution is an equal opportunity provider.