

Civil Rights Complaint Process / United States Department of Agriculture (USDA) Program Discrimination Complaint Form, (AD-3027)

All civil rights complaints that cite Federal protected bases regarding race, color, national origin, sex, disability, age, Limited English Proficiency (LEP), or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA must be submitted directly through the USDA Food Nutrition Services (FNS).

Please follow the instructions below:

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a 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
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.

All civil rights complaint forms received at the Massachusetts Department of Elementary and Secondary Education will be logged and forwarded to the USDA.

All other civil rights complaints that cite Commonwealth of Massachusetts (state) protected bases regarding homelessness, gender identity, sexual orientation, and religion ([M.G.L. c. 76, s. 5](#)) can be submitted to the Massachusetts Department of Elementary and Secondary Education (DESE) through ESE's Problem Resolution System Office:

- Problem Resolution System Office
Massachusetts Department of Elementary and Secondary Education
135 Santilli Highway, Everett, MA 02149
Telephone: 781-338-3700
TTY: N.E.T. Relay: 1-800-439-2370
Fax: 781-338-3710
Email: compliance@doe.mass.edu

For people who do not write or speak English, or are not comfortable communicating in English, the Department will make appropriate arrangements.

For more information about the Department's Problem Resolution System please call 781-338-3700, 1-800-439-2370 (TTY: N.E.T. Relay), or visit [Problem Resolution System page](#).