



**RESIDENTIAL PROGRAM**

**POLICIES AND PROCEDURES: Civil Rights Complaint  
Procedure**

**NO: 4.25**

**ORIGINAL DATE: August 10, 2003**

**REVISION DATE: September 29, 2009**

**REVISION DATE: December 21, 2016**

**REVISION DATE: March 8, 2018**

**PAGE: 1 of 1**

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) 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

(3) E-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

Arlene Vargas, Director of Residential Program  
7120 N Marks Ave # 102  
Fresno, CA 93711  
559-439-5437 or Fax 559-439-5411

Please see Civil Rights Complaint Process located in the Food Program Binder located at the facility or contact the coordinator for a copy.