

Complaint Filings Procedures

All complaints alleging discrimination on the basis of race, color, national origin, religion, age, sex or disability, either written or verbal, must be processed within the time frames established by Departmental regulations and agreements.

If site receives the complaint, the site:

- Should immediately notify the sponsor.
- Must document the complaint.
Can use sample complaint form I FNS 113-1.
- Must immediately submit documentation of the complaint to Sponsor.
- Once documentation is received from the site, the Sponsor should immediately submit the complaint to USDA.

Appendix E of FNS Instruction 113-1 can be used to file written or verbal complaints.

All written and verbal complaints can be directed to:

SFSP Facility:

Name: _____

Address: _____

Phone: _____

Sponsoring Agency:

Georgia Nutritional Services
1080 Iris Drive, Suite 101
Conyers, GA 30094
(470) 419-GNSI (4674)

State Agency:

Southeast Regional FNS Office – USDA/FNS/SERO61 Forsyth St., Room 8T36, Atlanta, Georgia 30303 Tel:
404-562-7050

Or

USDA- U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Ave., S.W., Washington, DA, 20250-9410

Or

Fax: (202) 690-7442

Or

Email: program.intake@usda.gov

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 977-8330 or (800) 845-6136 (Spanish)