



United States  
Department of  
Agriculture

May 9, 2002

Natural  
Resources  
Conservation  
Service

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OREGON BULLETIN NO.

SUBJECT: Program Delivery Complaint Process

Purpose: To inform all employees about the Program Delivery Complaint Process.

Expiration Date: May 9, 2003

A customer or client of NRCS must file a program discrimination complaint within 180 days of being aware that an action, inaction or decision by a USDA agency or employee may have been discriminatory. They must contact the Office of Civil Rights to obtain a Complaint Intake Data Form either by mail, phone, fax or on the web at the following:

USDA Office of Civil Rights  
Room 326W Whitten Building  
14<sup>th</sup> and Independence Avenue, SW  
Washington, D.C. 20250  
Phone: (202)720-5964  
Fax: (202)205-2891  
[www.usda.gov](http://www.usda.gov)

A discrimination complaint must be based on race, color, national origin, sex, religion, age, disability, marital status, family status, sexual orientation, political beliefs, income derived from public assistance or reprisal.

If the complaint is accepted, the complainant will receive an acknowledgement letter and notification of the processing steps within 14 days. If the complaint is not accepted, the complainant will also receive a letter explaining why.

All offices are required to post a "Justice for All" poster which contains the phone number and address of the USDA Office of Civil Rights. *If your office does not have a "Justice for All" poster, contact Gina Kerzman at 541-278-8049 x 103.*

Further information on program discrimination complaints can be found on the web at: [www.usda.gov](http://www.usda.gov). Click on "civil rights" on the home page.

BOB GRAHAM  
State Conservationist

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