

To File a
SNAP
complaint,
contact your
local DSS
Office at:

If the local DSS office
cannot help you, call toll-free
1-800-768-5700.

Calls on active
SNAP cases
will be directed to
the appropriate
program coordinator
in the county office.

In accordance with Federal law and U.S.
Department of Agriculture policy, this
institution is prohibited from discriminating on
the basis of race, color, national origin, sex, age,
religion, political beliefs, or disability. To file a
complaint of discrimination, write USDA,
Director, Office of Civil Rights, 1400
Independence Avenue, S.W. Washington, DC
20250-0410 or call (800) 795-3272 (voice) or
(202) 720-6382 (TTY). USDA is an equal
opportunity provider and employer.

Do you
have a
complaint
against the
Supplemental
Nutrition
Assistance
Program
(SNAP)?

The Department of Social Services must respond to any SNAP complaint filed by participants, potential participants or other concerned individuals or groups concerning complaints regarding processing standards and services to participants and potential participants.

The Department of Social Services will record all complaints and their disposition. An analysis will be made of these complaints to assess whether there is a pattern of problems in local offices or throughout the state.

This does not include complaints alleging discrimination on the basis of race, sex, age, religious creed, national origin, political beliefs or handicaps; such complaints will be handled by filing a civil rights complaint.

If you have this type of complaint, call 1-800-311-7220.

In addition, any complaint that can be resolved through a fair hearing will be processed as such.

To request a fair hearing, call 1-800-311-7220 or 1-800-311-7219 (TTY).