



USDA CIVIL RIGHTS COMPLAINT

1. This is a Program Grievance form that is filled out and turned into CTFB
2. CTFB will contact the Agency/Client to gather information about the alleged incident
3. Grievances may result in an unannounced Agency site visit
4. After a full investigation, CTFB will take corrective action, if necessary
5. The conclusions of the investigation will be sent to the Agency, in writing and placed in its file

Final Decision:

Any necessary and appropriate actions will be taken to correct any bad practices or behavior, which will be determined on a case by case basis. If it is concluded that the Agency was not in the wrong, the complaint will be dismissed.

Agency Complaint:

If your Agency has recurring problems with a client, please notify CTFB so that we are aware of the situation. We may be able to help or advise how to best handle the problem.

Retaliation:

CTFB has a zero-tolerance policy against retaliation of any kind. A client will not be discriminated against, harassed, or suffer any reprisals as a result of filing a grievance.

Submitting the complaint may require disclosure of personal information. Civil Rights Complaints should be filed directly with the USDA. That information is listed at the end of this form.

Agency Name _____ Agency # _____
Date of Occurrence _____ Date Complaint is Filed _____
Complainant Name _____
Complainant Address _____
City _____ State _____ Zip Code _____
Phone # _____ Email _____

Which protected class do you feel was violated? (Check all that apply)

Color _____	National Origin _____
Race _____	Disability _____
Age _____	Sex _____



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Please explain as clearly as possible, why you believe it happened, why you believe it happened and how you were discriminated against. Be sure to include how you were treated differently from others. (If you need additional space please attach another sheet if necessary)

Please list any witnesses, if known, whom we may contact for additional information regarding this relevance.

Names

Phone Numbers

What is the most convenient time for us to contact you regarding this complaint?

Morning

Afternoon

Evening

What remedy are you seeking for this complaint?

Is this the first time you have had a complaint about this agency? Yes _____ No _____

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 or disability. To file a complaint of discrimination, write USDA Director, Office of Adjudication, 1400 Independence Avenue, S.W, Washington, D.C., 20250-9410 or call (866) 632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

Signature of Person Filing Complaint

Printed name of person filing complaint

Date Received

Revised 1/21/2026