

SAMPLE ACCEPTANCE LETTER

Mr. Joe Public  
123 American Street  
Any City, Any State 45678

Dear Mr. Public:

Your complaint regarding the **(federally funded program)** has been referred to this office for reply. It is the policy of the **(Recipient State agency)**, in accordance with applicable civil rights laws, to protect against discrimination in the operation of this program.

This office has the responsibility and authority to process complaints of discrimination. Based upon the information provided in your letter, we have accepted your complaint for processing on the basis of alleged discrimination based on **(protected base(s))**. We will conduct an inquiry and notify you in writing regarding the results.

Thank you for bringing this matter to our attention.

Sincerely,

Signature of Director  
Title  
Division

SAMPLE REFERRAL LETTER

Mr. Joe Public  
123 American Street  
Any City, Any State 45678

Dear Mr. Public:

Your complaint regarding the **(federally funded program)** has been referred to this office for reply. It is the policy of the **(Recipient agency)**, in accordance with applicable civil rights laws, to protect against discrimination in the operation of this program.

This office has the responsibility and authority to process complaints of discrimination based on race, color, national origin, age, sex, disability, religion, and political beliefs. Since your complaint is not based on one of these protected classes, we have referred it to our **(appropriate office)** for response. Someone from that office will contact you.

Thank you for bringing this matter to our attention.

Sincerely,

Signature of Director  
Title  
Division

SAMPLE 20-DAY LETTER

Mr. Joe Public  
123 American Street  
Any City, Any State 45678

Dear Mr. Public:

Your complaint addressed to the **[appropriate Recipient agency]**, has been referred to this office for reply. You indicated that you experienced discrimination in the operation of the **[federally funded program]**. Unfortunately, you did not provide enough information in your letter for us to take action, so I am requesting that you provide some additional information.

The Food and Nutrition Service (FNS), an agency of the U.S. Department of Agriculture (USDA), administers the **[federally funded program]**. It is the policy of USDA and FNS to protect against discrimination in the administration of its programs. There are laws that guarantee protection against discrimination on the basis of race, color, national origin, age, sex, disability, religion, and political beliefs. Your letter, however, did not include the basis for your allegation of discrimination and other important information. Therefore, before we can process your complaint, we need the following information within 20 days.

- 1 The basis on which your complaint is being filed. In other words, were you allegedly discriminated against based on race, color, national origin, age, sex, disability, religion, or political beliefs?
- 2 The date of alleged discrimination.
- 3 The name of the person or persons responsible for the alleged discrimination.
- 4 The names and address of witnesses, if any, to the alleged discrimination.
- 5 Other specific details that would help us resolve your complaint.

The above information is necessary to make sure that your complaint is processed in accordance with civil rights laws and regulations. Please note that unless we receive this information within **20 days from the date of this letter**, we cannot take action on your complaint.

Sincerely,

Signature of Director  
Title  
Division

# FNS 113 Complaint Processing Procedures & Timelines

