

FOOD AND NUTRITION SERVICES COMPLAINT PROCEDURES

DISCRIMINATION

If you feel that you have been discriminated against on the basis of race, color, national origin, sex, religion, age, disability or political beliefs, you may file a written complaint at the following address:

North Carolina Department of Health and Human Services
Division of Social Services
Carlotta Dixon
Civil Rights Coordinator
325 N. Salisbury Street
2401 Mail Service Center
Raleigh, N.C. 27699-2401

ELIGIBILITY AND BENEFIT LEVEL

If your household did not qualify for Food and Nutrition Services or you feel you did not get the correct benefit amount according to the law, you or your representative may request a fair hearing by calling or writing the County Department of Social Services. All appeal requests received are forwarded to the State Director of the Division of Social Services.

STATE COMPLAINT SYSTEM

Complaints about Food and Nutrition Services which do not fall into another category are handled by the North Carolina Department of Health and Human Services. If, for example, you have a complaint concerning a delay in processing your case or if you have a complaint about the service you received at the county Food and Nutrition Services office, send your complaint to:

North Carolina Department of Health and Human Services
Division of Social Services
Carlotta Dixon
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325 N. Salisbury Street
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or call the DHHS Customer Support Center toll free at 1-800-662-7030