

It is the policy of the State of Maryland and the Maryland Department of Human Resources (DHR) that no customer shall be subjected to discrimination, harassment or retaliation on the basis of age, ancestry, color, creed, genetic information, marital status, disability, national origin, race, religion, sex, sexual orientation or transgender identity and/or expression.



Office of Employment & Program Equity 311 West Saratoga Street, Suite 199 Baltimore, Maryland 21201 Phone: 410-767-7861 Fax: 410-333-2757

http://dhr.maryland.gov/office-of-employment

-and-program-equity/

HOW TO FILE A CUSTOMER COMPLAINT



OFFICE OF EMPLOYMENT & PROGRAM EQUITY

311 W. Saratoga Street Baltimore, Maryland 21201

PROCEDURES FOR FILING A COMPLAINT

If you feel you have been subjected to discrimination, harassment or retaliation based on:

- Age
- Ancestry
- Color
- Creed
- Genetic Information
- Marital Status
- Mental or Physical Disability
- National Origin
- Race
- Religion Affiliation, Belief or Opinion
- Sex
- Sexual Orientation
- Transgender Identity and/or Expression





Steps to filing Complaint

- Notify your case worker or Customer Access Coordinator (CAC) that you feel you have been discriminated against. He or she will assist you with filing a complaint.
- 2. A complaint will be filed with:
 - a. USDA Program Discrimination if you have been denied SNAP (Food Stamps)
 Benefits
 - b. US Department of Justice (Temporary Cash Assistance TCA)
- 3. A copy of the Complaint will be filed with DHR's Office of Employment and Program Equity (0EPE).
- 4. You can also request forms independently by contacting the agency directly at the following locations.

US Department of Agriculture (SNAP-Food Stamps)

Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410 Fax: 202-690-7442

Email

program.intake@usda.gov

U.S. Department of Justice (Temporary Cash Assistance/ Medicaid/Medicare)

950 Pennsylvania Avenue, NW Washington, D.C. 20530-0001

If you have any questions, contact DHR's Office of Employment and Program Equity (OEPE) via email at dhr.oepe@maryland.gov

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Fax: 410-333-1728

