

## E Agency Principles - Right to File a Discrimination Complaint

**REVISION 49**  
(01/01/21 – 12/31/21)

Anyone who feels they have been discriminated against has the right to file a complaint.

A complaint may be requested in writing or verbally. (See [Verbal Complaints](#))

The complaint must be filed within 180 calendar days of the alleged act at any of the locations listed in addresses of [Discrimination Complaint Offices](#).

Each FAA office must appoint a staff member to act as a specialist for the DES Director's Office of Equal Opportunity ([DOEO](#)).

The process for submitting a discrimination complaint is outlined on the Client Discrimination Complaint Process (J-098) form.

When any person expresses an interest in filing a written discrimination complaint, the DOEO specialist or designated staff must complete the following:

- Explain the discrimination complaint process using the J-098.
- Complete the Client Discrimination Complaint (J-020) form.
- Document the discrimination complaint on the Discrimination Complaint Log (FAA-1280A) form. FAA office management maintains the FAA-1280A.
- Fax using the Fax Cover Sheet (DES-1078A) form or interoffice mail the J-020 to the DOEO.

The J-098, J-020, and FAA-1280A forms are available in the [Document Center](#).

All discussions regarding the discrimination complaint must be kept confidential. Conferences must be held in private. Do not allow any of the following:

- Do not place copies of the J-020 or J-098 in the [case file\(g\)](#).
- Do not document anything about the complaint in the case file.
- Do not deny services or benefits to any participant because they filed a complaint against FAA, its providers, or their employees.

When complaints are filed through DES, the DOEEO completes the following:

- Notifies the complainant, in writing of the following:  
Their right to file directly with the appropriate Federal enforcement agency.  
The complaint has been received.
- Provides a copy of the complaint charges to the Assistant Director of the appropriate division.
- Conducts an investigation.

Within 60 calendar days of the receipt of the discrimination complaint the DOEEO notifies the complainant, in writing of the following:

- The completion of the investigation.
- The findings of the investigation.
- The right to file directly with the correct federal office when a resolution is not affected through the DOEEO procedure.

When complaints are filed through Food and Nutrition Service (FNS), the Secretary of **USDA** may extend the 180-day filing period. All complaints sent to FNS must contain the following:

- The name, address, and telephone number (when known) of the person or participant filing the complaint
- The name and location of the staff or office accused of the claimed discrimination
- A statement describing what happened to lead up to the claim of discrimination
- A statement describing the type of discrimination being claimed (age, sex, color, etc.)
- Names and addresses of anyone who has knowledge of the claimed discrimination
- The date of the claimed discrimination