

F Agency Principles - Verbal Discrimination Claims

When a person makes a complaint verbally and cannot or does not want to put the complaint in writing, complete the following:

- Document the complaint using the Client Discrimination Complaint (J-020) form. Documentation must include all information regarding the [right to file a complaint](#).
- Document the discrimination complaint on the Discrimination Complaint Log (FAA-1280A).
- Fax or interoffice mail the J-020 to the DES Director's Office of Equal Opportunity ([DOEO](#)). (See [Discrimination Complaint Offices](#))