

03 Agency Principles - Overview

Policy and procedures regarding agency principles are outlined as follows:

- [Operating Principles](#)
- [Right to File an Application](#)
- [Right to Request a Change in FAA Worker](#)
- [Nondiscrimination](#)
- [Right to File a Discrimination Complaint](#)
- [Verbal Discrimination Claims](#)
- [Right to File a General Complaint](#)

A Agency Principles - Operating Principles

FAA administers its programs under the following principles:

- Providing benefits quickly and correctly, following state and federal laws
- Explaining services available to participants or others served
- Making FAA services available without barriers
- Treating participants, other agencies, the public, and all FAA staff with respect
- Ensuring participants know their rights and responsibilities
- Enhancing staff performance and productivity through involvement in the decision-making process

B Agency Principles - Right to File an Application

[REVISION 19](#)
(01/01/12 – 03/31/12)

Everyone has the right to file an application for benefits. The Agency will complete the following:

- Encourage and allow participants or their authorized representatives to turn in an [official application](#) the same day they contact FAA.
- Provide information about the application process and the right to file.
- Provide information about FAA regular [business hours\(g\)](#).

NOTE [Program Information](#) must be displayed in all FAA offices.

A participant may have a disability under the Americans with Disabilities Act (ADA) or the Rehabilitation Act. When the participant requests reasonable accommodations in order to participate in an FAA program, see [Handling Special Cases](#).

C Agency Principles - Right to Request a Change in FAA Worker

Participants and authorized representatives have the right to request a change in the worker currently assisting them with any FAA program or service.

D Agency Principles - Nondiscrimination

[REVISION 47](#)
(01/01/19 –12/31/19)

It is a violation of the law to discriminate against anyone for any of the following reasons:

- Age
- Color
- Disabled, recently separated, other protected, and armed forces service medal veterans (Vietnam Era Veterans Readjustment Assistance Act of 1974, as amended)
- Gender Identity
- Genetics
- Individuals with Disabilities
- National Origin
- Political Affiliation
- Race
- Religion
- Retaliation
- Sex (Includes Pregnancy, Sexual harassment)
- Sexual Stereotype
- Other: Specify

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-020) 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.
- 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. The FAA-1280A must be kept in a secure location that can only be accessed by the DOEO specialist, designated staff, and management.
- Fax using the Fax Cover Sheet (DES-1078A) form (For employee use only), interoffice mail the J-020, or email the scanned J-020 to the DOEO.

The 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 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 DOEO 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 DOEO 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 DOEO procedure.

When complaints are filed through the Food and Nutrition Service (FNS), the Secretary of United States Department of Agriculture (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

F Agency Principles - Verbal Discrimination Claims

[REVISION 49](#)
(01/01/21 – 12/31/21)

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). The FAA-1280A must be kept in a secure location that can only be accessed by the DOEO specialist, designated staff, and management.
- Fax or interoffice mail the J-020 to the DES Director's Office of Equal Opportunity ([DOEO](#)). (See [Discrimination Complaint Offices](#))

G Agency Principles - Right to File a General Complaint

[REVISION 49](#)
(01/01/21 – 12/31/21)

Anyone has the right to file a [General Complaint\(g\)](#).

A general complaint is when a person expresses dissatisfaction with a situation related to the Family Assistance Administration (FAA) and requests management intervention. The Complaint Tracker is used to record General Complaints.

A General Complaint is neither a request for an [Appeal](#) nor a [Discrimination Complaint](#).

General Complaints may be received by phone, in person, in writing, by fax, or mail.

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 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 a person expresses an interest in speaking with management

about a complaint, FAA must complete the following:

- Explain the complaint process
- Gather all information
- Follow FAA office procedures to resolve the complaint

FAA office management follows up on complaints, resolves complaints, takes corrective action where warranted, and ensures the complainant is notified of the resolution.

FAA office management must record General Complaints in the Complaint Tracker by the close of business on same day the complaint is received.

For each General Complaint, the Complaint Tracker includes the following fields that must be filled-in:

- Date the Complaint is received
- Client name
- AZTECS/HEAplus Application ID number
- Program Type
- Site Code
- Issue Type
- Referral Source
- Initial Complaint
- Outcome details