

# Affirmative Action Complaint Procedures

1. Someone with a complaint comes to your attention - could be in the office or in the field, with the poster or away from the poster.
2. You give them the following address and phone number:

**USDA, Director, Office of Civil Rights  
Room 326-W, Whitten Bldg.  
14th & Independence Avenue, SW  
Washington, D.C., 20250-9410  
202-720-5964**

3. You explain to them that the Secretary and staff will contact them hopefully within 24 hours after receiving their complaint.
4. CED and any others who receive the complaint (go through the CED) contact the Extension Affirmative Action Officer (Bill Peterson, 520-621-7205) outlining the complaint.
5. CED puts it in writing and gives it to Affirmative Action Officer.
6. The Affirmative Action Officer contacts the Director of Extension and Dean and if appropriate the UA Affirmative Action Officer or ADA Director.
7. Then, we wait until we hear from Washington. They will contact us for our side of the issue.
8. If Washington cannot work it out with the complainant and us, then they will actually send someone to Arizona to work it out.

Washington follows up on all complaints.