

# Dispute Resolution Procedures

## What is discrimination?

Discrimination is unfavorable treatment of a person because of a person's Protected Status which denies, limits, or adversely impacts a term or condition of a person's employment, education, or participation in Extension programs or activities. Discrimination also includes the denial of a request for a reasonable accommodation based upon disability or religion.

## What is prohibited?

- Being denied any service or benefit provided to others.
- Being provided any service or benefit which is different or is provided in a different manner from the way the service is provided to others including being subjected to segregation or separate treatment.
- Being denied access to a service because buildings or facilities are not physically accessible to persons with disabilities or because no accommodation was provided.
- Being provided services without an interpreter in the primary language of a participant who has limited English proficiency.

## What informal dispute resolution is available?

If you believe you have been discriminated against in Extension programming, we ask that you first try to resolve the issue with the N.C. Cooperative Extension County Center providing the program or service.

## What if the dispute is not resolved?

If the issue cannot be resolved at the local level, a complaint can be filed in writing with N.C. Cooperative Extension. Correspondence should be sent to: Director, NC State Extension, Campus Box 7602, Raleigh, NC 27695-7602 or call (919) 515-2813. Complaints can also be reported to the NC State Office for Institutional Equity and Diversity using the complaint form at <https://oied.ncsu.edu/divweb/equity/report-an-issue/>

## How can I file a discrimination complaint with the USDA?

Formal complaints alleging discrimination related to race, color, national origin, sex, age, disability, or retaliation for prior civil rights activity may be made with the USDA. To file a complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [www.ascr.usda.gov/node/119](http://www.ascr.usda.gov/node/119) or at any USDA office. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form to USDA by mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410. Additional information may be found at [www.ascr.usda.gov](http://www.ascr.usda.gov)