

New Hampshire Department of Health and Human Services (DHHS)

UNRESOLVED FOOD STAMP COMPLAINTS

Please use this form if you have a complaint about your Food Stamp application or benefits that has NOT been explained or fixed to your liking. WHEN DONE, MAIL TO:

FOOD STAMP COMPLAINTS, 129 PLEASANT STREET, CONCORD, NH 03301-3857

- I am applying for Food Stamps I receive Food Stamps I am an Authorized Representative
I am a concerned citizen I represent a concerned advocacy group Other

IF THIS COMPLAINT RELATES TO A SPECIFIC DHHS OFFICE, PLEASE INDICATE WHICH ONE:

IMPORTANT: This form is NOT a request for a Hearing (Administrative Appeal). This form also can't be used to report a complaint about a Civil Rights issue. If you want to ask for a Hearing or submit a complaint about a Civil Rights issue, you must follow the directions on the back of this form.

COMPLAINT (check all that apply):

- Phone calls not answered Unable to leave phone message Phone messages not returned
There was no drop box outside My appointment was scheduled during my work hours Wait time too long
Paperwork submitted more than 10 calendar days ago but I haven't received a decision Paperwork was lost
My case was closed and I don't know why I disagree with the decision to Deny or Close my Food Stamps
I disagree with the amount of the Food Stamp benefit I disagree with policy
No one told me my benefits were changing

DHHS STAFF: Wouldnt help me Poor communicator Unable to answer my questions Was rude

- Not able to submit my application through NH EASY My PIN doesnt work in NH EASY
NH EASY was hard to use and there was no help I haven't gotten my EBT card
I lost my EBT card, and it took more than 7 days to get a new one My EBT card PIN doesnt work

OTHER (please explain):

If you choose to give us your contact information, we will be able to follow-up on your complaint:

Name: Date:
Case Number: Town/City that you live in: Phone Number:
Email Address:

COMMENTS: If you have more comments, please write them on the back of this form.

COMMENTS: _____

TO REQUEST A HEARING (“ADMINISTRATIVE APPEAL”)

You or someone representing you may request an Administrative Appeal if you are not satisfied with any decision regarding eligibility made by DHHS. You may be represented by an attorney, yourself, or another person, such as a relative or friend, at an Administrative Appeal. DHHS will not pay for the cost of any legal services, but there are free and reduced cost legal services available in NH. An Administrative Appeal may be requested either verbally or in writing by contacting a District Office or DHHS, 105 Pleasant Street, Concord, NH 03301-6521. Telephone (603) 271-4292 or 1-800-852-3345 ext 4292; TDD Access: Relay NH 1-800-735-2964 or 711.

NONDISCRIMINATION STATEMENT - HOW TO FILE A CIVIL RIGHTS COMPLAINT

This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion and political beliefs.

The US Department of Agriculture (USDA) also prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual’s income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination with USDA, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at US Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at www.fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding a program receiving Federal financial assistance through the US Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201 or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

USDA and HHS are equal opportunity providers and employers.

You may also write Ombudsman, NH DHHS, 129 Pleasant St., Concord, NH 03301-3857 or call (603) 271-6941 or 1-800-852-3345 ext 6941. TDD Access: Relay NH 1-800-735-2964 or 711.