



United States
Department of
Agriculture

BULLETIN NO.: MGR-12-013

Farm and Foreign
Agricultural
Services

TO: All Approved Insurance Providers
All Risk Management Agency Field Offices
All Other Interested Parties

Risk
Management
Agency

FROM: William J. Murphy /s/ *William J. Murphy* 9/12/2012
Administrator

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SUBJECT: New Program Discrimination Complaint Form

BACKGROUND:

The Office of the Assistant Secretary for Civil Rights (OASCR) is introducing a new way for U.S. Department of Agriculture (USDA) customers and participants in programs that receive financial assistance from USDA to file a civil rights complaint. The new complaint form was developed to reduce complaint processing time and make it easier to resolve straightforward issues as soon as a complaint is filed. The OASCR has requested that every agency use whatever means of communication are customary for their agency to provide information about the new complaint form to their customers and program recipients.

The new complaint form can be found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html and on the Spanish website at http://www.ascr.usda.gov/es_us/sp_complaint_filing_cust.html

ACTION:

The delivery of the Federal crop insurance program is administered by approved insurance providers (AIPs) and their affiliates who communicate directly with program participants. To facilitate the notification of the new complaint form to program participants, the Risk Management Agency is requesting that the AIPs utilize their customary communication systems to advise policyholders and affiliates of the new complaint form.

DISPOSAL DATE:

December 31, 2013.



The Risk Management Agency Administers
And Oversees All Programs Authorized Under
The Federal Crop Insurance Corporation

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