

Your Civil Rights

You have the right to impartial and equitable treatment in FEMA programs and services.

The FEMA Office of Civil Rights makes sure federal civil rights laws and the non-discrimination provisions of the Stafford Act are followed and equal access to programs and services is provided.

The FEMA Office of Civil Rights ensures disaster survivors' access to:

- Disability-related services, including reasonable modifications to policies, practices, and procedures; and the provision of auxiliary aids and services, including Sign Language Interpreters.
- Language access services for individuals with limited English proficiency (LEP).

For more information, please visit <https://www.fema.gov/about/civil-rights>.



FEMA Office of Civil Rights



1-833-285-7448

Press 1 for English, 2 for Spanish.

Or send an email to:

FEMA-OCR-ECRD@fema.dhs.gov

Contact the FEMA Office of Civil Rights, External Civil Rights Division for:

- Programs, information, and activities.
- Questions about civil rights.
- Language access services.
- Reasonable modifications.
- Auxiliary aids and services.
- Filing a civil rights complaint.

For more information, please visit:

<https://www.fema.gov/about/offices/civil-rights/external>

For general questions about disaster assistance, call the

FEMA Helpline: 1-800-621-3362

Press 1 for English, 2 for Spanish, and 3 for other languages.



Your Civil Rights Before, During and After Disasters

December 2024



FEMA

Ensuring Equal Access to Programs and Services

The External Civil Rights Division, within the FEMA Office of Civil Rights, is responsible for making sure FEMA is focused on civil rights compliance.

The FEMA Office of Civil Rights works to achieve nondiscrimination in FEMA programs and services regarding:

- Information, programs, activities, and services.
- Physical access to facilities.
- Reasonable modifications.
- Language access services.
- Disaster assistance, response, and recovery efforts.



Know Your Rights

Based on an individual's race, color, religion, nationality, sex (including pregnancy, sexual orientation, gender identity, or transgender status), age, disability, English proficiency, or economic status:

FEMA cannot:

- Deny equal access to programs, activities, or services.
- Provide a program in a manner not equal, separate, or different from the way the program is provided to others.

FEMA will provide, when required:

- Information in large print, or electronic formats usable with screen readers.
- Sign Language Interpreters
- Written information translated into languages other than English.
- Spoken Language Interpreters.



Reporting a Civil Rights Violation

If you believe you or someone you know has been discriminated against, you may file a civil rights complaint. Discriminatory incidents must be reported to the FEMA Office of Civil Rights within 180 days of the alleged act.

How to File a Complaint:

- Call the FEMA Office of Civil Rights at 1-833-285-7448
 - Press 1 for English
 - Press 2 for Spanish
- Email: FEMA-OCR-ECRD@fema.dhs.gov
- Mail: FEMA Office of Civil Rights
500 C Street, SW
4th Floor - 4SW-0915
Washington, D.C.
20472-3535

Next Steps:

When an informal complaint is received from a disaster survivor or member of the public, FEMA OCR will work with the FEMA program office, directorate, or recipient to resolve the informal complaint. If resolution is not achieved, the complainant is provided with notice of the right to file a formal complaint. In most cases, if it is determined that FEMA OCR has jurisdiction over the formal complaint, then a full investigation will be completed.