

## Civil Rights Violation Reporting Protections

Any organization or government agency running a FEMA-funded program is prohibited from retaliating against you or any person for participating in any complaint action under Civil Rights law.

If you suspect retaliation, immediately contact FEMA's Civil Rights.

### Language Assistance

Contact FEMA Civil Rights if you need assistance.

Find more information on [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).



## FEMA Civil Rights Contact



**833-285-7448**

Press 1 for English,  
2 for Spanish,  
3 for Other Languages  
Or

[FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov)

### Contact FEMA's Office of Equal Rights, External Civil Rights Division for:

- Programs, information, and activities.
- Questions about FEMA Civil Rights.
- Language assistance.
- Filing or following up on a Civil Rights violation.
- Finding your disaster assigned Civil Rights Advisor.
- Reporting suspected retaliation from reporting a Civil Rights violation.

### For more information visit:

[FEMA.gov/external-civil-rights](http://FEMA.gov/external-civil-rights)

For general questions about a FEMA Assistance Application, please call **800-621-3362**.



# Your Civil Rights Before During and After Disasters

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**FEMA**

## FEMA's Role in Ensuring Equal Access to Programs and Services

FEMA's External Civil Rights Division within the Office of Equal Rights is responsible for making sure FEMA is focused on equitable outcomes.

### They ensure nondiscrimination and civil rights laws are followed when providing:

- Programs, information, and activities or related services.
- Access to facilities.
- Reasonable accommodations.
- Access to language services.
- Disaster response and recovery efforts.



## Civil Rights Law Requirements

Based on an individual's race, color, religion, nationality, sex, age, disability, English proficiency or economic status, FEMA cannot:

- Deny programs, benefits, or services.
- Provide a program in a manner different from the way the program is provided to others.

### Under the Rehabilitation Act, FEMA must provide:

- Written information in alternative formats such as braille, large print and audio.
- Qualified Sign Language Interpreters.
- Computer Assisted Real-time Translation (CART).

### Under the Limited English Proficiency Executive Order FEMA must provide:

- Information written in languages other than English.
- Language interpreters.



## Reporting a Civil Rights Violation

If you believe your or someone you know has been discriminated against, file a report. FEMA takes all reports seriously.

To file, contact [FEMA Civil Rights](#).

### Complaints must include:

- Your name, address, and phone number.
- Your signature.
- Name and address of the agency, institution, or department you believe discriminated against you.
- How, why, and when you believe you were discriminated against.
- Name(s) of individual(s) whom you allege discriminated against you (if you know them).
- Names of any persons with additional information to support or clarify your allegations.
- If filing on behalf of someone else, include their name as well.

### Next Steps

- FEMA will investigate the complaint and attempt to resolve violations informally. If not possible, formal investigation may follow.
- If another agency has authority to investigate, FEMA will notify you.