Client Complaint Information

We want to help you with any complaint you may have with the Department of Human Services. You may tell your complaint to your worker or a manager. For assistance in reviewing a problem you may be having with a DHS program or service you may also contact:

Governor’s Advocacy Office
500 Summer Street NE, E17
Salem, OR 97301
Phone: 1-800-442-5238 (TTY 711)
Email: DHS.info@state.or.us.

Complaints Involving Discrimination

DHS follows and observes state and federal civil rights laws that prohibit discrimination. All applicants and clients that qualify for services will receive assistance and will not be denied based on age, race, color, national origin, sex, religion, political beliefs or disability. Complaints concerning discrimination (being treated differently than others) by the Supplemental Nutrition Assistance Program (SNAP) can be filed with DHS or the federal office for the USDA Office of Civil Rights.
For Supplemental Nutrition Assistance Program (SNAP):

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
202-690-7442 (fax)
program.intake@usda.gov

Filing federal complaints involving other DHS programs:

U.S. Department of Health and Human Services
Office for Civil Rights
2201 6th Ave. M/S: R/X-11
Seattle, WA 98121-1831
1-800-368-1019 (telephone)
OCRComplaint@hhs.gov

Discrimination complaints may be filed with DHS:

Oregon Department of Human Services
Customer Service & Discrimination Complaints
500 Summer Street NE, E-17
Salem, Oregon 97301-1079
1-800-442-5238 (telephone)
dhs.info@state.or.us

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact the Publications and Design Section at 503-378-3486, 711 for TTY, or email dhs-oha.publicationrequest@state.or.us.