

Appeal and Fair Hearing WIC Program

If you are dissatisfied with any decisions made regarding eligibility for WIC Program benefits, talk to the WIC staff at this clinic or site. You may also ask to speak to the WIC Coordinator for this location.

If you are still not satisfied, you may request a fair hearing from the state WIC Program by calling **800-392-8209**, or you may request a hearing in writing and mail it to:

**Nutrition Services & WIC
PO Box 570
Jefferson City, MO 65102**

You must make your request for a fair hearing within **60 days** of the date the decision was made on your eligibility, ineligibility, removal or suspension. Benefits will continue to be issued until the fair hearing judgment is rendered if the request for a fair hearing is received within **15 days** of the date of the decision.

The WIC Fair Hearing Officer will contact you **within 5 working days**, and a hearing will be scheduled **within 21 working days**, after the request is received. The hearing will be held at the time and place scheduled unless you or your proxy request a time or place change. The request must be done through the WIC Fair Hearing Officer. The WIC Fair Hearing Officer will send you and the local WIC Coordinator a decision on your case **within 45 days** from the date of your request.

You have the right to be assisted or represented by anyone you choose, including an attorney. You, your proxy or attorney may get a copy of the detailed WIC Fair Hearing Rules and Regulations from the State WIC Director at the above address.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination, Complaint Form, (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.



This institution is an equal opportunity provider.

