

# FEMA CIVIL RIGHTS NOTICE FOR MEMBERS OF THE PUBLIC

---

When FEMA programs support the public before, during, and after a disaster, these programs must comply with Federal civil rights laws and nondiscrimination requirements in the Stafford Act.

FEMA does not treat people differently because of race, color, national origin, sex, sexual orientation, religion, age, disability, English proficiency, or economic status.

FEMA provides free aids and services to people to help them communicate with us and understand FEMA programs:

- Information available in Braille, large print, or audio.
- Information available in accessible electronic formats on FEMA's website.
- Qualified sign language interpreters.
- Qualified multilingual interpreters.
- Information written in other languages.

If you need assistance to access a FEMA program or service or a program or service funded by FEMA, please contact FEMA at (833) 285-7448 [ Press 1 for English, 2 for Spanish, 3 for the Language Line] or [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov).

If you have a complaint, you must report it within 180 days of the alleged discriminatory act. To report a concern or complaint of discrimination:

- Call FEMA External Civil Rights Division at (833) 285-7448 [ Press 1 for English, 2 for Spanish, 3 for the Language Line].
- Send an email to [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMA-CivilRightsOffice@fema.dhs.gov).
- Send a letter explaining the issue to:

FEMA OFFICE OF EQUAL RIGHTS  
External Civil Rights Division  
500 C Street, SW  
Room 4SW-0915  
Washington, DC 20472

For questions about disaster assistance, please call FEMA's Helpline at 800-621-3362 | 711 or Video Relay Service (VRS). FEMA's Helpline is available to all disaster survivors, including those whose primary language is not English. Press 2 for Spanish or stay on the line for more language options.