Mission

The mission of the Internal Revenue Service is to provide America's taxpayers top quality service by helping them understand and meet their tax responsibilities and in doing so apply the tax law with integrity and fairness to all.

The IRS does not tolerate discrimination of any kind. This zero-tolerance policy also applies to employees of the IRS and anyone who volunteers or works with taxpayers as part of a federally assisted program.

Responsibilities

The IRS, Office of Equity, Diversity and Inclusion, Civil Rights Unit is responsible for enforcing the federal civil rights laws and executive orders which prohibits discrimination based on race, color, national origin (including limited English proficiency), disability, reprisal, sex (in education programs or activities) or age in programs or activities receiving federal financial assistance from the IRS. Prohibited discrimination also applies to religion, sexual orientation and status as a parent in education or training programs or activities conducted by the IRS.

Information

For more information concerning taxpayer reasonable accommodations, language assistance or complaints please contact:

IRS Civil Rights Unit

Room 2413

1111 Constitution Avenue, NW

Washington, DC 20224

(202) 317-6925 (Voice)

(855) 217-0041 (Fax)

edi.civil.rights.division@irs.gov

www.irs.gov/uac/your-civil-rights-are-protected

Your Civil Rights are Protected Laws and Executive Orders

Federal laws and executive orders that prohibit discrimination and protect taxpayer civil rights:

Title VI of the Civil Rights Act of 1964

Title IX of the Education Amendments of 1972

Section 504 of the Rehabilitation Act of 1973

Section 508 of the Rehabilitation Act of 1973

Age Discrimination Act of 1975

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency

Executive Order 13160, Ensuring Equal Opportunity in Federally Conducted Education and Training Programs

Reasonable Accommodation for Taxpayers with Disabilities

Taxpayers with disabilities may need a reasonable accommodation to participate or receive the benefits of services funded or supported by the IRS.

When a request is made by a taxpayer, IRS employees and staff/volunteers should provide the request for reasonable accommodation.

If you have questions about the reasonable accommodation process, contact the IRS Civil Rights Unit taxpayer accommodation coordinator at:

TTY/TTD (202) 289-4394Email: edi.crd.ra@irs.gov

Language Access for Taxpayers with Limited English Proficiency

If language assistance is needed, site coordinators and IRS managers must take reasonable steps to ensure the taxpayer has access to participate in or receive benefits from programs or activities funded or supported by the IRS.

For more information about language assistance visit the Department of Justice website at: www.LEP.gov

Taxpayer Civil Rights: Filing a Complaint

If you believe you have been discriminated against by an IRS employee or by staff/volunteer at assisted program sites, you may file a complaint of discrimination based on any of the protected groups covered by the federal civil rights laws and executive orders that prohibit discrimination.

The complaint must be filed within 180 days from the date in which the discrimination took place. The filing date may be extended if you can show good cause.

Your complaint should include:

1) Your name

2) Your address

3) Telephone number

4) The name of the organization

5) Address and name of person you believe discriminated against you

6) Provide the how, when and why

7) Date and signature

An electronic complaint form is available at: www.irs.gov/uac/your-civil-rights-are-protected

Email complaints to: edi.civil.rights.division@irs.gov

Send written complaints to:

IRS Civil Rights Unit Room 24131111 Constitution Avenue NW Washington, DC 20224