

# Mission

## Internal Revenue Service Mission

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

# Responsibilities

## Responsibilities of the Civil Rights Division

The IRS, AWSS, EDI Operations, Civil Rights Division (CRD) is responsible for enforcing the federal Civil Rights Laws and Executive Orders that prohibit 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 Department of the Treasury - Internal Revenue Service. Additional bases including religion, sexual orientation and status as a parent apply in education or training programs or activities conducted by the Department of the Treasury - Internal Revenue Service.

# Your Civil Rights are Protected

## Internal Revenue Service Civil Rights Division

For further information about the Internal Revenue Service's Civil Rights Division Please contact:

Civil Rights Division  
IRS, AWSS, EDI Operations  
Room 2413  
1111 Constitution Avenue, NW  
Washington, D.C. 20224

(202) 927-0180 (Voice)  
(202) 622-4454 (Fax)  
[edi.civil.rights.division@irs.gov](mailto:edi.civil.rights.division@irs.gov)



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Agency-Wide Shared Services (AWSS)  
CIVIL RIGHTS DIVISION (CRD)

# Accommodation

Taxpayers with a disability may require a reasonable accommodation/modification in order to participate or receive the benefits of a program or activity funded or supported by the Internal Revenue Service. Site Coordinators or Managers at federally assisted/federally conducted sites are responsible for ensuring that all requests for reasonable accommodation/modification are granted when the request is made by a qualified individual with a disability.

Taxpayers with limited English proficiency (LEP) may require language assistance services in order to participate or receive the benefits of a program or activity funded or supported by the Internal Revenue Service. Language assistance services may include oral and written translation, where necessary. Site Coordinators or Managers at federally assisted/federally conducted sites must take reasonable steps to ensure that LEP persons have meaningful access to its programs or activities.

## The IRS, CRD enforces the following Federal Civil Rights Laws and Executive Orders:

▪ **Title VI of the Civil Rights Act of 1964**, “No person in the United States shall, on the ground of **race, color, or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance”

▪ **Title IX of the Education Amendments of 1972**, “No person in the United States shall, on the basis of **sex**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving federal financial assistance”

▪ **Section 504 and 508 of the Rehabilitation Act of 1973**, “No otherwise qualified individual with a **disability** in the United States... shall

# How to File

## a Civil Rights Complaint

If you believe you have been discriminated against 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 Internal Revenue Service or additional bases including religion, sexual orientation and status as a parent in education or training programs or activities conducted by the Internal Revenue Service, you have the right to file a discrimination complaint with the Internal Revenue Service.

Your complaint should include the following:

1. Your name, address, and telephone number.
2. If you are filing a complaint for someone else, include that person’s name, address, and telephone number.
3. The name and address of the organization or person you believe discriminated against you.
4. How, why, and when you believe that you (or the person on whose behalf you are filing the complaint) were discriminated against. Include as much background information as possible so that the CRD can understand what occurred, and on what basis the alleged discrimination

solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance or under any program or activity conducted by any Executive agency” and requires the agency to purchase accessible electronic and information technology that is accessible to persons with disabilities.

▪ **Age Discrimination Act of 1975**, “No person in the United States shall, on the basis of **age**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving federal financial assistance”

▪ **IRS Restructuring and Reform Act of 1998, Section 1203 (b) (3)**, which requires mandatory termination of any IRS employee who intentionally violates any of the above laws

occurred 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 Department of the Treasury - Internal Revenue Service. Additional bases including religion, sexual orientation and status as a parent apply in education or training programs or activities conducted by the Internal Revenue Service.

### 5. Date and signature.

You must file your complaint within **180 days** of the date when the discrimination took place. IRS may extend the 180-day period if you can show good cause.

If you believe you have been discriminated against, a written complaint should be sent to the following address:

Operations Director, Civil Rights Division  
IRS, AWSS, EDI Operations  
1111 Constitution Avenue, NW  
Room 2413  
Washington, D.C. 20224

**Do not send tax returns or other non-civil rights information to the Civil Rights Division office or e-mail address.**

▪ **Executive Order 13160**, which prohibits discrimination on the basis of **race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent** in federally conducted education and training programs

▪ **Executive Order 13166**, “Improving Access to Services for Persons with Limited English Proficiency (LEP)”,

▪ **IRS Restructuring and Reform Act of 1998, Section 1203 (b) (3)**, which requires mandatory termination of any IRS employee who intentionally violates any of the above laws