

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

ADM 2320.1A
August 21, 2023

GSA ORDER

SUBJECT: General Services Administration (GSA or Agency) Policy Statement on
Nondiscrimination in Federal Financial Assistance Programs

1. Purpose. This directive defines and prescribes GSA's policy and procedures on nondiscrimination in Federal Financial Assistance Programs.
2. Background. GSA is required by Federal laws, regulations, and executive orders to prevent and address discrimination in programs receiving Federal financial assistance through GSA to maintain the fairness and integrity of those programs.
3. Responsibility. The Associate Administrator for GSA's Office of Civil Rights (OCR) is responsible for receiving and processing complaints of discrimination in programs receiving Federal financial assistance and for monitoring compliance with the laws, regulations, and executive orders governing nondiscrimination in GSA's Federal financial assistance programs.
4. Scope and Applicability. This Order covers all entities receiving Federal financial assistance through GSA.
5. Cancellation. This Order cancels GSA Order ADM 2320.1 (February 2, 1994; Revalidated February 9, 1999; Revalidated December 13, 2012).
6. Summary of Changes. This Order is updated to include:
 - a. the process for filing a complaint that alleges a violation of this Order;
 - b. hyperlinks to GSA's implementing regulations and relevant Federal statutes; and
 - c. language addressing the requirement that organizations receiving Federal financial assistance through GSA must submit timely, complete, and accurate compliance reports in accordance with Title 41 Code of Federal Regulations (C.F.R.) 101-6.209-2

7. Policy. It is the policy of GSA that individuals who participate in programs receiving Federal financial assistance through GSA be treated equitably and without regard to race, color, national origin, sex, age, or disability in accordance with the applicable Federal civil rights laws, regulations, policies, and guidance. Equal opportunity is an integral part of GSA's mission, values, and principles, and all responsible GSA officials must adhere to and uphold the requirements of this directive. Organizations that receive Federal financial assistance through GSA (donees or recipients) must comply with Title VI of the Civil Rights Act of 1964 (Title VI), as amended; Title IX of the Education Amendments of 1972 (Title IX), as amended; Section (Sec.) 504 of the Rehabilitation Act of 1973 (Rehabilitation Act), as amended; the Age Discrimination Act of 1975 (Age Discrimination Act), as amended; Sec. 606 of the Federal Property and Administrative Services Act of 1949 (Sec. 606 of the Property and Administrative Services Act), as amended; and GSA's implementing regulations codified at Title 41 C.F.R. Part 101-6.2; Part 105-8; Subpart 101-8.701; Subpart 101-8.3, and Part 101-4.

Further, organizations that receive Federal financial assistance through GSA must submit timely, complete, and accurate compliance reports as required by the Agency to ensure compliance with 41 CFR 101-6.209-2.

8. Filing a Complaint. An individual may file a complaint of discrimination by emailing civilrights@gsa.gov or by contacting OCR at (202) 501-4571 or Speech to Speech Relay at 800-898-0740. An individual who is limited English proficient (LEP) may file a complaint in their language by emailing civilrights@gsa.gov. An individual seeking to contact GSA via regular U.S. mail should contact OCR at (202) 501-4571 to obtain the mailing address. See timelines indicated below.

a. If the basis of the complaint is conduct prohibited by Title VI (race, color, or national origin); Sec. 504 of the Rehabilitation Act (disability); or Title IX (sex), individuals have 180 days from the date of the alleged discriminatory act to file a complaint.

b. If the basis of the complaint is conduct prohibited by the Age Discrimination Act (age), individuals have 80 days to file a complaint.

c. If the basis of the complaint is conduct prohibited by Sec. 606 of the Federal Property and Administrative Services Act (sex), then OCR will review those complaints on a case-by-case basis.

9. When OCR receives a complaint with sufficient details of an alleged violation, parties may seek to resolve the issue informally. If the issue is not resolved informally, the OCR will complete an investigation and OCR's Deputy Associate Administrator will issue a decision within 180 days of receipt of the complaint. A complainant may, within 30 days of receiving the decision, appeal the decision to the Associate

Administrator for OCR by emailing civilrights@gsa.gov or by contacting OCR at: (202) 501-4571 or Speech-to-Speech Relay at 800-898-0740. If a complainant seeks to appeal the decision via regular U.S. mail, they should contact OCR at (202) 501-4571 or send an email to civilrights@gsa.gov to obtain the mailing address. OCR will provide appropriate translation or interpretation services to Complainants who are LEP in order to facilitate meaningful access to the complaint process.

10. A Finding. A final decision finding discrimination by any donee or recipient receiving Federal financial assistance from GSA may be grounds for suspension from the program or termination of financial assistance, in whole or in part, to the program involved. Such a final decision may include provisions designed to ensure that no Federal financial assistance will thereafter be extended to the donee or recipient under any such program found to have been in violation of any of the laws and regulations indicated above, until the program becomes compliant.

11. References.

- [Sec. 606 of the Federal Property and Administrative Services Act](#);
- [Title VI](#);
- [Title IX](#)
- [Rehabilitation Act](#);
- [Age Discrimination Act](#);
- [Title 41 C.F.R. Subpart 101-6.2](#); (race, color, national origin)
- [Title 41 C.F.R. 101-8.7](#) (age); and
- [Title 41 C.F.R. Subpart 101-8.3](#). (disability)

12. Signature.

/S/ _____
ROBIN CARNAHAN
Administrator