

VITA/TCE Free Tax Programs

The mission of these programs is to provide free basic tax return preparation for low-to-moderate income and elderly taxpayers. This also includes taxpayers with disabilities, limited English proficiency and the Military.

Volunteers participating in these programs must sign a Form 13615, Volunteer Standards of Conduct Agreement - VITA/ TCE Programs. These agreements require them to provide high quality service and uphold the highest ethical standards.

While the IRS is responsible for providing oversight requirements to Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs, these sites are operated by IRS-sponsored partners who manage IRS-required site operations and volunteer ethical standards. In addition, the locations of these sites may not be in or on federal property.

To report unethical behavior to IRS, e-mail us at wi.voltax@irs.gov

Programas de Impuestos Gratuitos Ofrecidos por VITA/TCE

El Servicio de Impuestos Internos (IRS, por sus siglas en inglés), patrocina los programas de Asistencia Voluntaria al Contribuyente para la preparación de los Impuestos sobre el ingreso (VITA, por sus siglas en inglés), y el de Asesoramiento Tributario para las Personas de Edad Avanzada (TCE, por sus siglas en inglés).

La misión de estos programas es proporcionar la preparación gratuita de las declaraciones de impuestos sencillas a los contribuyentes de ingresos bajos a moderados y contribuyentes de edad avanzada. Esto incluye también a los contribuyentes con discapacidades, aquéllos con dominio limitado del inglés y la milicia.

Aunque el IRS es responsable de proporcionar los requisitos de supervisión para los programas de Asistencia Voluntaria al Contribuyente (VITA) y de Asesoramiento Tributario para las Personas de Edad Avanzada (TCE), estos sitios son operados por socios patrocinados por el IRS que administran las operaciones requeridas por el sitio y los estándares de ética de los voluntarios. Además, es posible que las ubicaciones de estos sitios no estén en la propiedad federal.

Los voluntarios que participan en estos programas, tienen que firmar el Formulario 13615, Volunteer Standards of Conduct Agreement - VITA/ TCE Programs (Acuerdo de los estándares de conducta de los voluntarios de los programas de VITA/TCE), en inglés. Estos acuerdos exigen que ellos proporcionen un servicio de alta calidad y mantengan los más altos estándares éticos.

Para denunciar un comportamiento no ético al IRS, envíenos un correo electrónico a wi.voltax@irs.gov



Your Civil Rights are PROTECTED

Sus Derechos Civiles están PROTEGIDOS



In accordance with federal law and the Department of the Treasury – Internal Revenue Service policy, discrimination against taxpayers on the basis of race, color, national origin (including limited English proficiency), disability, sex (in education programs or activities), age or reprisal is prohibited in programs and activities receiving federal financial assistance.

Taxpayers with a disability may request a reasonable accommodation and taxpayers with limited English proficiency may request language assistance to access service.

De acuerdo con la ley federal y la política del Departamento del Tesoro - Servicio de Impuestos Internos, la discriminación contra los contribuyentes basada en raza, color, origen nacional (incluso el dominio limitado del inglés), discapacidad, género (en los programas educativos o actividades), edad o represalia, está prohibida en los programas o actividades que reciben asistencia financiera federal.

Los contribuyentes con una discapacidad pueden solicitar acomodo razonable y contribuyentes con un dominio limitado del inglés podrán solicitar asistencia con el idioma para tener acceso al servicio.

**Operations Director,
Civil Rights Division
Internal Revenue Service
Room 2413
1111 Constitution Avenue, NW
Washington, DC 20224**

If a taxpayer believes he or she has been discriminated against, a written complaint should be sent to the address referenced within. For all other inquiries concerning taxpayer civil rights, contact us at the mailing address or e-mail us at edi.civil.rights.division@irs.gov

Do not send tax returns or other tax-related information to the Civil Rights Division office or e-mail address.

Si un contribuyente cree que él o ella ha sido discriminado, debe enviar una queja por escrito al *IRS*, a la dirección de referencia. Para todas las demás consultas relacionadas a los derechos civiles del contribuyente, comuníquese a la dirección que aparece a la izquierda o envíenos un correo electrónico a edi.civil.rights.division@irs.gov

No envíe declaraciones de impuestos u otra información que no esté relacionada con los derechos civiles, a la oficina de la División de Derechos Civiles o al correo electrónico.



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) 289-4394

Email: 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:

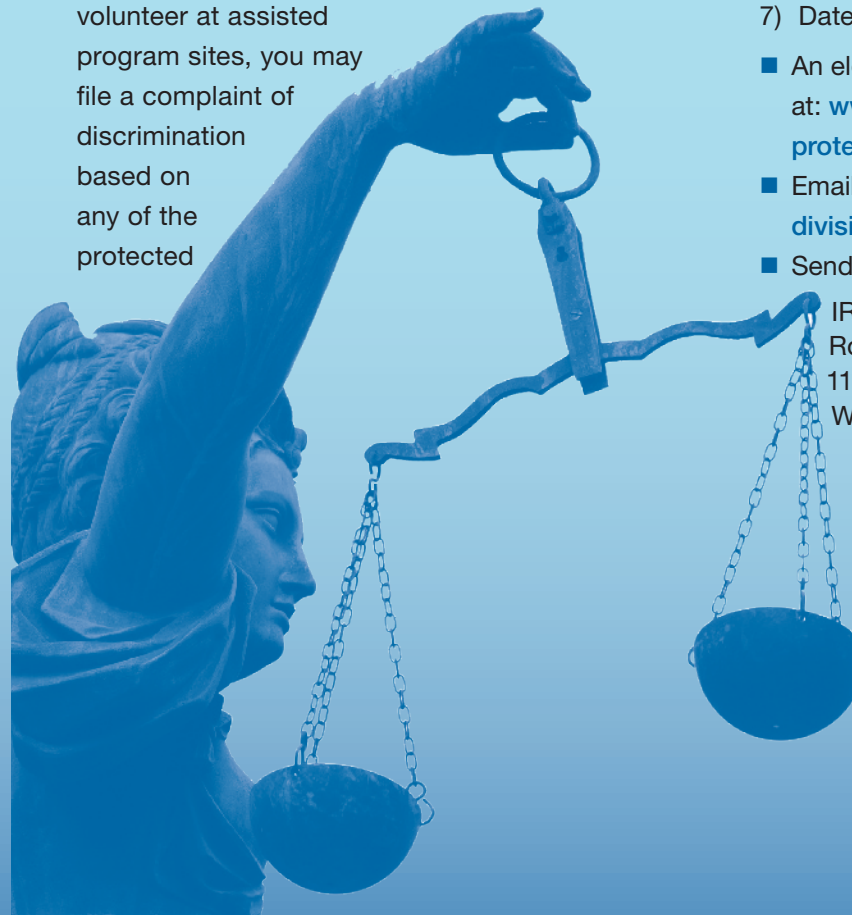
- 1) Your name
- 2) Your address
- 3) Telephone number
- 4) The name of the organization
- 5) Address and name of person you believe discriminated against you
- 6) Provide the how, when and why
- 7) Date and signature

■ 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 2413
1111 Constitution Avenue NW
Washington, DC 20224



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



Office of Equity, Diversity and Inclusion
CIVIL RIGHTS UNIT (CRU)