

**Addendum to the Supporting Statement for Form SSA-437-BK
Complaint Form for Allegations of Discrimination in Programs or Activities
Conducted by the Social Security Administration
OMB No. 0960-0585**

Minor Revisions to the Collection Instrument

SSA is making the following revisions:

- **Change #1:** We are updating the address on the form and eliminating references to OCREO from the instructions for this form.

Justification #1: As of February 25, 2025, OCREO is no longer the component processing the form, and a differently named component handles EEO filings.

- **Change #2:** We will include an email address field for Question 2.

Justification #2: An increasing number of filers are submitting the form by email. Additionally, on page 6, many filers indicate a preference for email as an accommodation but fail to provide an email address because the form does not include a dedicated field for this information. Correspondence through email streamlines the process by reducing labor, paper, scanning, and postage costs. Listing email as contact information (on page 3) rather than in the reasonable accommodation (RA) context, will broaden the email option for more filers.

Change #3: On page 6, we are eliminating the foreign language translation reference, in accordance with Executive Order 14224, [Designating English as the Official Language of the United States](#).

- **Justification #3:** Filers frequently misinterpret this optional prompt or select multiple contradictory options, often without a disability-need. We will review each complaint to determine whether translation services are required by applicable law or are mission critical, consistent with E.O. 14224, while recognizing that English is the official language and the authoritative version for all federal information.
- **Change #4:** We are revising the Privacy Act Statement on this form.

Justification #4: We are revising the Privacy Act Statement to reflect our current boilerplate language.