

# Child Nutrition Civil Rights Complaint Procedures

Hooks Independent School District provides the Child Nutrition Program benefits to all eligible individuals without discrimination on the bases of race, color, national origin, sexual origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you feel in any way that your child has been discriminated against while participating in the Child Nutrition Program, including during the serving of meals to him/her, please follow these procedures in voicing your complaint:

1. You may file a complaint in writing or verbally at your school campus cafeteria. A discrimination complaint form will be provided. After completing the form, you may give it to the cafeteria manager. The School Nutrition Department will forward the complaint to TDA. OR
2. If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.usda.gov/about-usda/general-information/staff-offices/office-assistant-secretary-civil-rights/program-discrimination-complaint-electronic-submission-portal), found online at <https://www.usda.gov/about-usda/general-information/staff-offices/office-assistant-secretary-civil-rights/program-discrimination-complaint-electronic-submission-portal> , or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.
3. A complaint may be filed directly with the Texas Department of Agriculture at <https://squaremeals.org/About/Contact-Food-and-Nutrition>

**PLEASE MAKE SURE YOU ARE USING THE CORRECT NDS:** In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: 1. mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or 2. fax: (833) 256-1665 or (202) 690-7442; or 3. Email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov) This institution is an equal opportunity provider.

# **XXXXXX ISD Staff Civil Rights Internal Complaint Procedure**

1. All cafeterias will display the updated nondiscrimination poster in a prominent location for public viewing in the serving area.
2. All staff must know how to receive a civil rights complaint.
  - If a participant wishes to file a complaint, the manager or unit supervisor will listen to the complaint or concerns, try to answer questions and provide a physical copy of the electronic form instructions. Participants must be permitted to file verbal complaints if they choose. CN staff will document the claim ensuring they receive all information that is requested on the civil rights complaint instructions. The CN manager/staff receiving the complaint must print and sign their name indicating who took the complaint and document how the complaint was made: whether in writing, verbally, or in person.
  - If a manager or supervisor is not present, a school nutrition staff member is required to receive the complaint according to these instructions.
  - The manager or school nutrition staff will forward the written complaint to the School Nutrition Director.
3. The School Nutrition Director will forward the discrimination complaint form to the Food and Nutrition Division of the Texas Department of Agriculture at:

Food and Nutrition Division

P.O. Box 12847

Austin, TX 78711

4. The Texas Department of Agriculture will forward the information to the USDA.

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