

La Pryor ISD

2018-19

POLICY FOR HANDLING COMPLAINTS OF DISCRIMINATION

**Policy:**

The Cafeteria will display the updated Nondiscrimination Poster in a prominent location for public viewing in the serving areas.

**Procedures:**

Any person alleging discrimination based on race, color, national origin, sex, age or disability has a right to file a complaint. All complaints, written or verbal, shall be accepted.

**SFA procedures will be as follows:**

The cafeteria manager (or staff member) will direct the Child Nutrition Director. The child nutrition director will listen to any parent/guardian's complaint or concern, try to answer any questions, and provide the discrimination complaint form that either the parent or child nutrition director will complete based on verbal complaint.

The SFA administrator will forward the TDA complaint form to the Food and Nutrition Division of the Texas Department of Agriculture at:

Food and Nutrition Division  
Texas Department of Agriculture  
P.O. Box 12847  
Austin, Texas 78711

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at [\(800\) 877-8339](tel:8008778339). Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call [\(866\) 632-9992](tel:8666329992). Submit your completed form or letter 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; (2) fax: [\(202\) 690-7442](tel:2026907442); or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.