

# Civil Rights Complaint Procedure Minimum Requirements



**COLORADO**  
Department of Education

The following topic areas must be included in a school food authority's (SFA) civil rights complaint procedure and include, at a minimum, the supporting information listed under each topic. The civil rights complaint procedure is not required to be written into the district's board policy; it can be a separate policy used by the SFA and district.

## Accepting a Complaint

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- Contact for whom civil rights complaints will be directed to at the district level
  - Include name, address, phone number and email
- Language stating that complaints can be received verbally, in writing or anonymously and within 180 days of the alleged discriminatory action  
*Note: If a complaint form is used, ensure that the form is not a prerequisite for accepting a complaint*

## Transcribing a Complaint

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- Language stating that the complaint will be processed within 90 days
- Obtain the following information (verbally, in writing or anonymously):
  - Name, address, and telephone number of the complainant
  - The nature of the incident or action that led the complainant to feel discrimination was a factor
  - The basis on which the complainant believes discrimination exists
  - The names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action
  - The date(s) during which the alleged discriminatory action occurred

## Forwarding a Complaint

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Indicate the agency you will forward complaints to (choose one):

- CDE Office of School Nutrition  
1580 Logan Street Suite 760  
Denver, CO 80205
- USDA Mountain Plains Regional Office  
1244 Speer Blvd Suite 903  
Denver, CO 80204-3581
- USDA Office of Civil Rights  
1400 Independence Avenue, SW, Room 1095-S, Stop  
0206 Washington, DC 20250
- FNS Office of Civil Rights  
3101 Park Center Drive, Suite 1200  
Alexandria, VA 23302-15

## Resources

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- <http://www.cde.state.co.us/nutrition/civilrights>
- <http://www.fns.usda.gov/civil-rights>

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