

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

- 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

- 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

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

- CDE School Nutrition Unit
1525 Sherman Street, Suit 309
Denver, CO 80203
- 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

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

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. 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](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint), (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, 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. 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; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.