

Civil Rights Complaint Procedure

Minimum Requirements



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

Complaints cannot be processed by the sponsor and must be forwarded within five days. Indicate the agency you will forward complaints to (choose one):

- CDE School Nutrition Unit
1525 Sherman Street, Suite 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

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, audiotope, 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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.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

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