HAwkins ISD
2020-2021
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 parent or student to 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 or the parent can file the complaint directly with TDA at:

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

Or file the discrimination complaint form or letter directly 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.

In accordance with Federal civil rights laws 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, (AD-3027) found online at: 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. 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.
Discrimination Complaint Form

1. Your name: _____________________________________________

2. Your address: ___________________________________________

3. Your telephone: __________________________________________

4. List other ways to contact you: _______________________________

5. Name and address of person(s) or organizations you are filing a complaint against:
   __________________________________________________________________

6. Tell what happened that made you feel you had been discriminated against and the dates they occurred.
   __________________________________________________________________

7. State on what basis you feel discrimination exists (race, color, national origin, sex, age or disability).
   __________________________________________________________________

8. List names, titles and addresses of persons who may have knowledge of the actions given in number 6 above:

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<th>Name</th>
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9. Date: _______________________

All complaints, written or verbal, shall be accepted by the school food authority and forwarded to the Food and Nutrition Division, Texas Department of Agriculture.

Other Operational Issues 19.10  
Texas Department of Agriculture — April 2010