

**INSTRUCTIONS FOR
FOOD & NUTRITION
FOOD & NUTRITION (F&N) COMPLAINT FORM**

The F&N Complaint form is provided for persons wishing to file a complaint with Food and Nutrition (F&N) at the Texas Department of Agriculture. This form may be downloaded at <http://www.squaremeals.org>.

For assistance with the complaint process, please call 1-877-TEX-MEAL (877-839-6325).

SECTION A (To File A Complaint)

1. CONTACT INFORMATION (of Person Filing Complaint)

- Check if Anonymous – Check if Anonymous and skip to Number 2.
- First Name – Enter first name
- Last Name – Enter last name
- Mailing Address – Enter street or mailing address
- City State Zip Code – Enter city, state and zip code
- Telephone Number – Enter best telephone number
- Email Address – Enter best email address

2. ATTACHMENTS

3. COMPLAINT ABOUT AN INDIVIDUAL OR CONTRACTING ENTITY

- Name and address of contracting entity (CE) delivering service or benefit (if applicable) – Enter the name and address of the CE.
 - CE ID (if applicable) – If known - enter the contracting entity identification number assigned by TX-UNPS.
 - If the complaint is against an individual, enter the name and contact information – If the complaint is about a TDA employee, enter the name, if known.
 - Relationship to CE or individual – Enter the type of relationship you have with the contracting entity or individual (e.g., customer, employee or co-worker).
 - Describe complaint in detail – Provide relevant details including names, dates, times and specific allegations. Please include documentation to support any allegations. Attach additional sheets of paper if more space is needed.
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SECTION B (Witness Information - If there is a witness or someone else who has knowledge of the incident)

1. CONTACT INFORMATION

- First Name – Enter first name
 - Last Name – Enter last name
 - Mailing Address – Enter street or mailing address
 - City State Zip Code – Enter city, state and zip code
 - Telephone Number – Enter best telephone number
 - Email Address – Enter best email address
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SECTION C

1. SIGNATURE

- Signature – Unless anonymous, sign the form. Enter the date submitted.
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SECTION D

1. TDA INTERNAL USE ONLY

- F&N Receiving Staff – F&N staff members who receive complaints verbally will enter their names and the date the complaint is received.
 - Referred To – F&N staff refer the F&N Formal Complaint form to the appropriate section Administrative Assistant. Enter the name of the section Administrative Assistant who will receive the complaint information.
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SUBMITTAL

Submit written complaints and any documentation to TDA by mail, fax or by emailing a scanned copy.

If submitting a complaint via email, please submit the completed F&N Formal Complaint and documentation to the following email address:

Email: squaremeals@texasagriculture.gov

If submitting a complaint via mail or fax, please submit the completed F&N Formal Complaint and documentation to any one of the following F&N offices:

F&N Headquarters

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
PO Box 12847
Austin, Texas 78711

FAX: 888-203-6593

Region 1

El Paso Community Operations Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
401 E. Franklin Suite 410
El Paso, Texas 79901

FAX: 888-244-9816

Lubbock Satellite Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
West Texas Regional Office
4502 Englewood Ave.
Lubbock, Texas 79414

FAX: 888-244-9816

Region 2

Dallas/Ft. Worth Community Operations Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
1501 Circle Drive Suite 155
Fort Worth, Texas 76119

FAX: 888-223-9037

Region 3

Houston Community Operations Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
Elias Ramirez State Office Building
5425 Polk Street Suite G-40
Houston, Texas 77023

FAX: 888-244-9764

Lufkin Satellite Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
3009 South John Redditt Drive No. 323
Lufkin, Texas 75904-5669

FAX: 936-639-3125

Region 4

San Antonio Community Operations Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
8918 Tesoro Drive Suite 120
San Antonio, Texas 78217

FAX: 888-244-9763

Region 5

San Juan Community Operations Office

Mailing Address:

Texas Department of Agriculture
Food and Nutrition
900-B East Expressway 83
San Juan, Texas 78589

FAX: 888-250-4627

A letter of acknowledgement will be sent (unless the anonymous box is checked) within one TDA workday. In the event the acknowledgement has not been received within one week, please call 877-TEX-MEAL (877-839-6325) for assistance.