



Little Elm ISD Child Nutrition Services

Civil Rights Procedures

All returning Child Nutrition Staff will complete Civil Rights training prior to school starting each year. Any staff member who starts after the first day of school will complete the training prior to working in a cafeteria.

Complaint Process:

- Any person or representative alleging discrimination based on a prohibited basis has the right to file a complaint within 180 days of the alleged discriminatory action.
- Child Nutrition Specialists will notify their direct manager if notified of a complaint.
- Campus Managers will contact the Director for Child Nutrition Services regarding any complaint. The Director for Child Nutrition Services is the Civil Rights Coordinator for Little Elm ISD Child Nutrition.
- The complaint process will be reviewed with the complainant, including how to access the online complaint form.
- Complaints can be written, in person or verbal. If the complainant makes a verbal complaint, the person to whom the allegation is made must write up the elements of the complaint and should make every effort to obtain the following information utilizing the Texas Department of Agriculture [Civil Rights complaint form](#)
 - a. Name, address, and telephone number or other means of contacting the complainant, b. The specific location and name of the organization,
 - c. The nature of the incident or action that led to the complaint of discrimination,
 - d. The basis on which the complainant believes discrimination exists (race, color, national origin, age, disability or sex.),
 - e. The names, telephone numbers, titles, and business or personal address of persons that may have knowledge of the alleged discriminatory action,
 - f. The date(s) during which the alleged discriminatory action(s) occurred or, if continuing, the duration of such action(s).
 - g. Notate if the form was translated.
- The complainant or the Child Nutrition Director will document the complaint using the Civil Rights complaint form.



- Child Nutrition Services will send all complaints to TDA immediately and then to USDA.

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, audiotape, 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

This institution is an equal opportunity provider..