



## Canutillo Independent School District

### Procedure for Handling Complaints of Discrimination

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. The SFA Procedure will be as follows:

- Any person that approaches Child Nutrition Program staff and claims they have been discriminated against should be encouraged to complete the Discrimination Complaint Form. A member of the Child Nutrition Program can assist with the process. If the person chooses not to complete the form, the staff assisting the person may take the information verbally and complete this form. That person will identify themselves on the complaint form as the person who transcribed the complaint.
- The Food & Nutrition (F&N) Complaint Link is provided for persons wishing to file a complaint with F&N at the Texas Department of Agriculture. This Link is available in English and Spanish at [https://squaremeals.org/About/Contact Food Nutrition.aspx](https://squaremeals.org/About/Contact%20Food%20Nutrition.aspx) For assistance with the complaint process, or if you do not have access to an electronic device to submit your complaint, please call us at (833) 862-7499 and someone will assist you.
- The Discrimination Complaint Form, once completed or completed as best as possible, is forwarded to Marco Macias, Child Nutrition, School Food Authority at [mamacias@canutillo-isd.org](mailto:mamacias@canutillo-isd.org)
- The School Food Authority Liaison forwards the Discrimination Complaint Form to the Texas Department of Agriculture, Food and Nutrition Division, Compliance Department. The Contracting Entity will not attempt to resolve the complaint without forwarding the complaint to TDA.
  - Complaints can also be sent directly to the United States Department of Agriculture (see information below) or to the Texas Department of Agriculture, Food and Nutrition Division:  
Mailing Address: PO Box 12847, Austin, TX 78711-2847  
Phone: 877-TEXMEAL, (877) 839 -6985  
Fax: (888) 203-6593  
Email: [squaremeals@TexasAgriculture.gov](mailto:squaremeals@TexasAgriculture.gov)

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/ad-3027.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:

mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.