

**MADISON METROPOLITAN SCHOOL DISTRICT
DEPARTMENT OF FOOD & NUTRITION
POLICY AND PROCEDURE FOR COMPLAINTS ALLEGING
CIVIL RIGHTS DISCRIMINATION**

Madison Metropolitan School District	Agency Code: 133269
School Food Authority Civil Rights Coordinator for the USDA Child Nutrition Program:	
Jeffrey C. Orr	Administrative Manager
jcorr@madison.k12.wi.us	(608) 204-4002

Federal law prohibits discrimination on the basis of the following protected classes: race; color national origin; sex (including gender identity and sexual orientation); disability; and age. Any person alleging discrimination based on a protected class has the right to file a complaint within 180 days of the alleged discriminatory action. Complaints may be submitted orally or in writing, anonymously, or by a third-party representative.

Upon receipt of a complaint, the MMSD district recipient should immediately do the following:

1. Contact the School Food Authority (“SFA”) USDA child Nutrition Programs Civil Rights Coordinator, listed above;
2. The recipient or the Civil Rights Coordinator must provide the complainant with the information necessary to file a complaint and not impede on the complainant’s right to file a complaint;
3. After explaining the process, the recipient or the Civil Rights Coordinator may attempt to resolve the situation in real time, although a complainant retains the right to file a federal complaint, as set forth below;
4. The recipient or the Civil Rights Coordinator must document the complaint with the information requested in the USDA Program Discrimination Complaint Form [links for English and Spanish], which includes the following:
 - a. Name, address, and phone number of complainant;
 - b. Specific name and location of entity delivering the benefit or service;
 - c. The nature of the incident, action, or method of administration that led the complainant to feel discriminated against;
 - d. The basis on which the complainant feels discriminated (e.g., race, color, national origin, sex, etc.);
 - e. The names, titles, business addresses, and phone numbers of persons who may have knowledge of the discriminatory action;
 - f. The date(s) on which the alleged discriminatory action(s) occurred, or, if continuing, the duration of such action(s);
5. If the complaint is made orally, or if the complainant refuses to submit allegations in writing, the recipient or Civil Rights Coordinator must write up the elements of the complaint;
6. All complaints received by the SFA must be forwarded to the Wisconsin Department of Public Instruction (“DPI”), School Nutrition Team Director ***within 5 days*** of receiving the complaint

Mail: Director, School Nutrition Team
125 South Webster Street
Madison, WI 53707-7841

Email: jessica.sharkus@dpi.wi.gov

WI DPI will forward the complaint to the USDA Midwest Regional Office for processing.

USDA Nondiscrimination Statement

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/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:

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.

Wisconsin Protected Classes

Wisconsin state law prohibits discrimination on the basis of the federally protected classes but also includes the following bases: pregnancy; marital status; parental status; sexual orientation; religion; creed; and ancestry. Complaints alleging Wisconsin protected classes follow the same procedure.