
Ector County ISD Complaint Procedure

The Ector County ISD School Nutrition Department is committed to serving students, staff and administrators with respect and without discrimination. The School Nutrition team attends annual civil rights training in efforts to serve all customers with excellent customer service. If a customer of the Child Nutrition Department believes they have been discriminated based on race, color, national origin, sex (including gender identity and sexual orientation), age or disability, there are three ways a household may make a program complaint of discrimination. All complaints may be given via verbal statement, written statement, or stated in person and are encouraged to file a discrimination complaint to one of the following:

1. LOCAL - To file a program complaint of discrimination locally:

The household member would complete an Ector County ISD **Program Discrimination Complaint Form** and submit the completed form to the Ector County ISD School Nutrition Department by email Jieun.Pando@ectorcountysid.org or in person or mail at 1120 W. 10th Street, Odessa, TX 79763. All Food Service complaints alleging discrimination based on race, color, national origin, sex (including gender identity and sexual orientation), age, or disability via verbal statement, written statement, or stated in person must be accepted by Child Nutrition personnel and will be forwarded to the Texas Department of Agriculture.

2. STATE - To file a program complaint of discrimination to the Texas Department of Agriculture:

The household member would complete the online [Texas Department of Agriculture Complaint Form for Food and Nutrition](#) and submit.

3. FEDERAL - To file a program complaint of discrimination, complete the **USDA Program Discrimination Complaint Form (AD-3027)** found online at: **How to File a Complaint**, 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:

Mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue
SW, Washington, D.C. 20250-9410

Fax: (833) 256-1665 or (202) 690-7442; or

Email: program.intake@usda.gov.

Ector County ISD School Nutrition personnel taking the complaint must accept the complaint either verbally, in writing, or in person. Personnel is required to note on the complaint form the name of the person receiving the complaint and if the person receiving the complaint transcribed the complaint or if the complainant filled out the form himself or herself.



Documentation will demonstrate that Ector County ISD will not attempt to resolve complaints without forwarding the complaint to the Texas Department of Agriculture. Ector County ISD will initiate resolution of the complaint while waiting for a response from the Texas Department of Agriculture. Documentation of what was done to resolve the complaint will be kept on file in the School Nutrition Department.

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.