



STAFFORD MSD CHILD NUTRITION DEPARTMENT

Policy for Handling Discrimination Complaints How to File a Complaint

Policy: Stafford MSD participates in United States Department of Agriculture (USDA) Food and Nutrition programs. Complaints maybe completed if you believe you have been subjected to discrimination in any United States Department of Agriculture (USDA) program or activity and you wish to file a complaint of discrimination. All complaints are forwarded to the Texas Department of Agriculture. Complaint may be writing, in person or verbal.

Civil rights complaint against the child nutrition program

A civil rights complaint is when someone tell you the Stafford Child Nutrition Department has discriminated against them because of race, color, national origin, sex (including gender identity and sexual orientation)

Examples of Civil Rights complaint:

1. A parent says "My son wasn't offered the same lunch as the girls in his classroom"
2. A parent says, " My child was not allowed lunch because he is in a wheelchair"

Examples of Not Civil Rights complaint:

1. A parent says " the cashier is mean to my child every day and I want to make a discrimination complaint"
2. An employee says " The manager doesn't like me, and she keeps me in the dish room every day. I feel this is discrimination".

Procedures:

1. Use the link below to file a complaint with the Texas Department of Agriculture (TDA) website. The complaint form is provided in a Bilingual format.
<https://squaremeals.org/About/Contact-Food-and-Nutrition>.

For assistance with the complaint process, or if you do not have access to an electronic device to submit your complaint, please call us TDA at (833) 862-7499 and someone will assist you.

2. Use the link below to file a complaint with USDA Food And Nutrition Service website. The compliant forms are currently in English and Spanish.
<https://www.fns.usda.gov/cr/discrimination-complaint-form>.

For assistance with the compliant process, or if they do not have access to an electronic device, please call Toll-free: (866) 632-9992.

Civil Rights In-Person Complaint

The person receiving the in-person complaint did the following:

Ask if they want you to transcribe/write the complaint?

If the answer is No then:

Provide a Copy of Instructions for Food & Nutrition Complaint Form

Provide a copy of USDA Form

Inform Director you gave instructions for a Civil Rights Complaint

If "Yes" then, follow instructions for Verbal Complaint

Date: _____

Name of Person Making Complaint: _____

Phone number: _____

School Complaint Made Against: _____

Complaint: _____

Name of Person Transcribing/Writing Complaint: _____

Title: _____

Person Receiving the complaint did the following:

Transcribed/Wrote the complaint

Forward Transcribed/Written complaint to Director

Civil Rights Written Complaint

Person Receiving the mailed, emailed or dropped off written complaint did the following:

Forward Written complaint to Director

Civil Rights Verbal Complaint (via phone)

Date complaint received over the phone: _____

Name of Person Making Complaint over the phone: _____

Phone number: _____

School Complaint Made Against: _____

Complaint: _____

Name of Person Transcribing/Writing Complaint over the phone: _____

Title: _____

Person Receiving the complaint did the following:

Transcribed/Wrote the complaint

Forward Transcribed/Written complaint to Director