



## Procedures for Civil Rights Compliance

In compliance with USDA policy, Knox County Schools School Nutrition Program ("our LEA") will disseminate, abide by, and enforce the following guidelines:

1. Our LEA will provide "And Justice For All" posters to all participating schools.
2. Our LEA will provide a news release annually to the public regarding program activities, requirements and benefits, and a nondiscrimination statement to be placed in a prominent place in the release.
3. Our LEA's School Nutrition Program (SNP) will provide annual civil rights training to all individuals identified as front line staff, including those who take applications, make benefit decisions, or provide a meal.
4. Our LEA will utilize the data collection procedures currently existing in TDOE.
5. Our LEA will provide access to language translation services.
6. Our LEA's SNP will inform each participating school of the required civil rights complaint procedures necessary for compliance with FNS 113-1, which is:
  - a. Recognizing a civil rights complaint:
    1. The allegation may be based on race, color, national origin, sex (including gender identity or sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.
    2. The complainant does not need to specifically use the term "civil rights" to qualify as a civil rights complaint. Staff need to recognize that when a complainant is alleging discrimination based on any of the above classes, it is a civil rights complaint.
  - b. The complaint must be filed within 180 days.
    1. This gives the complainant 180 days to file the complaint about the incident. Staff who receive a complaint must notify the LEA designee (listed below) immediately.
  - c. Complaints may be written or verbal, as well as anonymous.
    1. Use the form below and make an effort to obtain as much information as possible.
    2. All complaints must be kept confidential, and the resolution of complaints is always encouraged to occur at the lowest possible level.
  - d. Our LEA's SNP will work in conjunction with the LEA designee to record all verbal and written complaints of discrimination and forward those complaints to TDOE by contacting Christy Ballard, Staff Attorney at phone (615) 741-2921, fax: (615) 532-4791, or email: [Christy.Ballard@tn.gov](mailto:Christy.Ballard@tn.gov). This contact information can also be used to file a complaint directly with TDOE.
7. Our LEA has designated the following individual in the LEA to receive complaints of discrimination:

Name Checovoia Foster-Bruce



Address P.O. Box 2188, Knoxville, TN 37901

Telephone Number 865-594-1261

Email Address checovoia.fosterbruce@knoxschools.org

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination 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:

1. **Mail:** U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410;
2. **Fax:** (202) 690-7442; or
3. **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov).

*USDA is an equal opportunity provider, employer, and lender.*



**Civil Rights Complaint Form**  
School Nutrition Program

School (System)/Institution: Knox County Schools Date of the Incident: \_\_\_\_\_

Name of person or persons accused of discrimination: \_\_\_\_\_

Complaint:    Written: \_\_\_\_\_ (Attach copy)    Verbal: \_\_\_\_\_

Complaint Filed by: Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ FAX \_\_\_\_\_ E-Mail \_\_\_\_\_

Nature of complaint (include location, date, time, circumstances surrounding the alleged incident, and description of what happened)

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Names/signatures of witnesses:

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Complaint received by: \_\_\_\_\_ State Notification Date \_\_\_\_\_