Civil Rights Complaint Procedure

1. USDA Civil Rights Complaints forms will be available in every school cafeteria and the School Nutrition Program (SNP) office.
2. The "And Justice for All" poster will be visible to customers in the cafeteria and at other points of service (such as a classroom) when students do not come into the cafeteria.
3. The School Food Authority (SFA) will receive civil rights complaints in written or verbal form. Persons wishing to make a written complaint will be provided the USDA Complaint form. A complainant may also be directed to the USDA on-line complaint form. If a verbal complaint is made, the SFA staff member receiving the verbal allegation will transcribe the complaint onto the USDA complaint form.
4. Complaints will be forwarded as they were written or described within 5 working days of receipt to the Food Nutrition Service (FNS) Regional Civil Rights Director (CRD) or the USDA Office of Assistant Secretary for Civil Rights.
5. A copy of the complaint will be sent to the Georgia Department of Education School Nutrition Division (GaDOE SND) Area Consultant.
6. The SFA will cooperate in the resolution of the complaint as directed by FNS CRD and/or GaDOE SND.
7. A copy of any correspondence regarding the complaint will be maintained for at least five (5) years after the date the complaint is closed.
8. A confidential record of civil rights complaints will be kept separate from program complaints. The Civil Rights Complaint log will record the following:
    a. complainant name
    b. contact information
    c. location
    d. nature of complaint
    e. verbal or written complaint
    f. date of the alleged discrimination
    g. name of the individuals(s) and organizations(s) alleged to have engaged in discrimination
    h. date of referral to the FNS CRD
    i. findings of any investigation by the FNS
    j. description of the final disposition of the complaint including any corrective action planned or taken.
9. All school nutrition program staff will receive annual training about how to handle civil rights complaints. This is in addition to the required Civil Rights training outlined in the Free and Reduced-Price Policy.