



## **SFA Civil Rights Complaint Procedure**

### **School Nutrition Civil Rights Process for Northeastern Local School District**

NELSD is a sponsor of the U.S. Department of Agriculture (USDA) Food Nutrition Services Child Nutrition Programs. NELSD provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights law and USDA policy as governed by FNS Instruction 113-1. The USDA, its Agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, gender, age, and disability.

Program participants who would like to make a complaint regarding Child Nutrition Programs should contact Cassie Gausel, Food Service Director at (937) 325-7615 X:1016 or [cassiegausel@nelso.org](mailto:cassiegausel@nelso.org) All complaints must be submitted within 180 days of the incident for which the complaint is alleged. Cassie Gausel, Food Service Director will not attempt to resolve the claim without first providing the claimant information on how to file a complaint. Cassie Gausel, Food Service Director will provide the complainant with instructions on where to obtain the USDA Program Discrimination Complaint Form online and offer a hard copy of the form as an alternative.

Cassie Gausel, Food Service Director will provide instructions to the complainant on where to forward the completed USDA Program Discrimination Complaint Form by any of the following methods:

1. Mail: U.S. Department of Agriculture,  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Ave. SW  
Washington, D.C. 20250-9410
2. Fax: (833) 256-1665 or (202) 690-7442
3. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

A complainant may choose to not complete a form and instead submit the complaint verbally or in person. Cassie Gausel, Food Service Director will write the elements of the complaint for the complainant, utilizing the USDA Program Discrimination Complaint Form.

All complaints, written, verbal or anonymous, received by Cassie Gausel, Food Service Director will be forwarded to the USDA, Office of the Assistant Secretary for Civil Rights, within five calendar days. The Northeastern Local School District will:

- Log all complaints and maintain all documentation for *four years after the complaint is closed*;
- Indicate whether the complaint is received verbally, in writing, anonymous, or in person;
- Make its employees available for interviews as necessary during investigations;
- Provide documents upon request during the investigation;
- Participate in attempts to resolve the complaint;
- Notify the Ohio Department of Education and Workforce of all complaints by contacting their Education Program Specialist.

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, audiotope, 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.*

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