



International Leadership of Texas Child Nutrition Department

Complaint Procedures

The following guidelines will be followed should anyone express discrimination from the International Leadership of Texas Child Nutrition Department (CND).

- Any person that approaches a Child Nutrition Program staff and claims they have been discriminated against will be assisted by the Child Nutrition staff to complete a Complaint Form. The Child Nutrition staff will assist the complainant with completing the Discrimination Complaint Form via <https://squaremeals.org/About/Contact-Food-and-Nutrition>, writing, and/or verbally. See below for the instructions on how to complete the Discrimination Complaint Form via online and a written form.
- A member of the Child Nutrition Program can assist with the process. If the person chooses not to complete the form via online, the CND staff will assist the person by taking the information verbally and complete the form. The CND staff will identify themselves as the person who transcribed the complaint on the Discrimination Complaint Form.
- The Discrimination Complaint Form, once completed or completed as best as possible, is forwarded to the Child Nutrition Executive Director (Larry Albritton at Lalbritton@iltexas.org).
- The Executive Director will forward the Discrimination Complaint Form to the Texas Department of Agriculture, Food and Nutrition Division, Compliance Department. The Contracting Entity will not attempt to resolve the complaint without forwarding the complaint to TDA.
- Please email childnutrition@iltexas.org if you have any problems and/or concerns about the discrimination complaint process. Allow the ILTexas Child Nutrition Department to assist you during the process.
- Complaints can also be sent directly to the United States Department of Agriculture (see statement below) or to the Texas Department of Agriculture, Food and Nutrition Division (See contact information below):

Texas Department of Agriculture:

Mailing Address:
PO Box 12847, Austin, TX 78711-2847
Phone:
877-TEXMEAL, (877) 839 -6325
Fax:

(888) 203-6593
Email:
squaremeals@texasagriculture.gov

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, 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



International Leadership of Texas Child Nutrition Department Complaint Procedures Spanish

Se seguirán las siguientes pautas si alguien manifiesta discriminación por parte del Liderazgo Internacional del Departamento de Nutrición Infantil de Texas (CND).

- Cualquier persona que se acerque al personal del Programa de Nutrición Infantil y alegue haber sido discriminada recibirá asistencia del personal para completar el Formulario de Queja. El personal ayudará al denunciante a completar el Formulario de Queja por Discriminación a través de <https://squaremeals.org/About/Contact-Food-and-Nutrition>, por escrito o verbalmente. Consulte a continuación las instrucciones para completar el Formulario de Queja por Discriminación en línea y por escrito.
- Un miembro del Programa de Nutrición Infantil puede ayudar con el proceso. Si la persona decide no completar el formulario en línea, el personal del Departamento de Nutrición Infantil le tomará la información verbalmente y lo completará. El personal del Departamento de Nutrición Infantil se identificará como la persona que transcribió la queja en el Formulario de Queja por Discriminación.
- El Formulario de Queja por Discriminación, una vez completado o completado de la mejor manera posible, se envía al Director Ejecutivo de Nutrición Infantil (Larry Albritton, Lalbritton@iltexas.org).
- El Director Ejecutivo enviará el Formulario de Queja por Discriminación al Departamento de Agricultura de Texas, División de Alimentos y Nutrición, Departamento de Cumplimiento. La Entidad Contratante no intentará resolver la queja sin remitirla al TDA.
- Si tiene algún problema o inquietud sobre el proceso de queja por discriminación, envíe un correo electrónico a childnutrition@iltexas.org. Permita que el Departamento de Nutrición Infantil de ILTexas le ayude durante el proceso.
- Las quejas también pueden enviarse directamente al Departamento de Agricultura de los Estados Unidos (ver declaración a continuación) o al Departamento de Agricultura de Texas, División de Alimentos y Nutrición (ver información de contacto a continuación): **Departamento de Agricultura de Texas:**

Mailing Address:
PO Box 12847, Austin, TX 78711-2847
Phone:
877-TEXMEAL, (877) 839 -6325
Fax:

(888) 203-6593
Email:
squaremeals@texasagriculture.gov

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida dediscriminar por motivos de raza, color, origen nacional, sexo, discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles. La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en: <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles. El formulario AD-3027 completado o la carta debe presentarse a USDA por: (1) correo: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; o (2) fax: (833) 256-1665 o (202) 690-7442; o (3) correo electrónico: program.intake@usda.gov. Esta institución es un proveedor que ofrece igualdad de oportunidades.

Instructions for Texas Department of Agriculture Food & Nutrition Complaint Form

The Food & Nutrition (F&N) Complaint Link is provided for a person wishing to file a complaint with F&N at the Texas Department of Agriculture. This Link is available in English and Spanish at <https://squaremeals.org/About/ContactFoodandNutrition.aspx>

For assistance with the complaint process, or if you do not have access to an electronic device to submit your complaint, please email IL Texas at childnutrition@iltexas.org and someone will assist you.

CONTACT INFORMATION (of Person Filing Complaint)

- Enter your First Name and Last Name OR you may select Anonymous.
- Enter your E-mail Address (Optional)
- Enter your Mailing Address and Phone Number (Optional)

COMPLAINT ABOUT A CONTRACTING ENTITY OR INDIVIDUAL

- CE ID (if applicable) - If known, enter the Contracting Entity identification number assigned by TX-UNPS.
- CE Name – Enter the name of the contracting entity.
- Relationship to CE or individual - Enter the type of relationship you have with the Contracting Entity or individual (e.g., customer, employee or co-worker).
- Describe complaint in detail - Provide relevant details including names, dates, times and specific allegations.

Upload Supporting Documents in the box provided.

SUBMIT

When finished, Press Submit.

A letter of acknowledgment will be sent within two TDA business days of complaint receipt by the Compliance Collaboration Administrative Assistant. In the event the letter of acknowledgment has not been received within one week, please call (833) 862-7499 for assistance.

Instrucciones Para llenar Formulario de Queja de Comida y Nutricion.

El formulario de Quejas de Food and Nutrition Division (F&N) es proporcionado para aquellos individuos que deseen presentar una queja de F&N con el Departamento de Agricultura del Estado de Texas. Este enlace se puede descargar en

<https://squaremeals.org/About/ContactFoodandNutrition.aspx>

Para obtener ayuda con el proceso de quejas o si no tiene acceso a un dispositivo electronico para presentar su queja, llame al (833) 862-7499 y alguien lo asistira.

INFORMACIÓN DE CONTACTO (del individuo que presenta la queja)

- Ingrese su Nombre y Apellido O puede seleccionar Anonimo
- Ingrese su Correo Electronico (Opcional)
- Ingrese su domicilio y Número Telefónico (Opcional)
- Número de identificación del CE (si aplica) – Si lo sabe, ingrese el número de

identificación de la Entidad Contratante asignado por TX-UNPS.

QUEJA SOBRE UNA ENTIDAD CONTRATANTE O INDIVIDUO

- Nombre de la Entidad Contratante (CE por sus siglas en inglés)
- Relación con la CE o el individuo – Ingrese el tipo de relación que tiene con la Entidad Contratante o con el individuo (por ejemplo: cliente, empleado o compañero de trabajo).
- Describa la queja en detalle – Proporcione detalles relevantes, incluyendo nombres,

fechas, horas y alegaciones específicas. Incluya toda la documentación pertinente que respalde la denuncia.

Suba Documentacion que respalde su denuncia en la seccion proveida.

SUBMIT

Al terminar, presione SUBMIT.

Se le enviará una carta para confirmar recibo de su queja dentro de dos (2) dias por el Departamento de Compliance Collaboration. En caso de que no reciba la carta de confirmación en el plazo de una semana, llame al (833) 862-7499 para solicitar asistencia.

International Leadership of Texas Child Nutrition Discrimination Complaint Form

To file a complaint, complete this form and submit it to Larry Albritton; lalbrittonz@iltexas.org or childnutrition@iltexas.org. In addition, email childnutrition@iltexas.org for assistance with the complaint process. All complaints, written or verbal, are automatically forwarded to the Texas Department of Agriculture. The complaint can be directly submitted to U.S. Department of Agriculture (See contact information below) and/or Texas Department of Agriculture. Use the link for the TDA's contact information <https://squaremeals.org/About/Contact-Food-and-Nutrition>.

☐ Check if you'd like to remain anonymous

I. Contact Information for Person Submitting the Complaint

(Please record your name, address, telephone number, and additional contact information in the spaces below.)

First Name	Middle Initial	Last Name
Address	City, State, and Zip Code	Best Telephone Number for You

Are there other ways we can contact you? *(If yes, list them in the box. Other ways might include an email address or a different telephone number.)*

II. Reason for the Complaint

(Provide information about the complaint with as much detail as possible for questions (A-E). Attach additional paper if more space is needed.)

A. What is the name and address of the entity you are filing the complaint about?

B. If this complaint is against an individual, enter the person (or persons) name and contact information in this box. If the complaint is not against an individual, record a check in the box in front of N/A.

☐ N/A—This complaint is not against an individual.

C. Describe the complaint with as much detail as possible, including the date and time incident occurred. If you have any relevant documentation that supports the complaint or alleged violation, attach that documentation to this form.		
D. If there are other people who have knowledge about this event, please provide their names, titles, and address/contact information. <i>(Attach additional sheets if you need more space.)</i>		
<i>Name</i>	<i>Title</i>	<i>Address/Contact Information</i>
E. What is the basis or the type of discrimination you feel occurred? <i>If the complaint is not based on discrimination, record a check in the box in front of N/A.</i> ☐ N/A—This complaint is not based on discrimination. <i>(Check the boxes that apply.)</i> ☐ Race ☐ Sex ☐ Color ☐ Age ☐ National Origin ☐ Disability		

Signature of Complainant

	Date:
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-----This Space to Be Completed by Person Receiving the Complaint -----	
Name of Person Receiving Complaint:	☐ Complaint was translated <i>(Check this box if this complaint from was completed by a person other than the complainant)</i>
Staff Person Assigned to Address Complaint:	Date Forwarded to the Texas Department of Agriculture:

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, 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, audiotape, 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