

2025 - 2026 Child Nutrition Services

Policy for Handling Discrimination Complaints



Policy: All Waco I.S.D. Cafeterias, Programs where meals are satellited to (Brazos High, Bill Logue JDC, Greater Waco Advanced Health Care Academy (GWAHCA), Greater Waco Advanced Manufacturing Academy (GWAMA), McLennan County Challenge Academy and Wiley Opportunity Center), Waco I.S.D. Mobile feeding programs, and Non-district feeding sites being provided meals by Waco I.S.D., will display the updated Non-Discrimination Poster in a prominent location to be seen by all.

Procedures: If a Complaint is Received:

1. If the complaint is made to a CNS Employee, the employee will make this known to the Kitchen Manager/Supervisor.
2. The Kitchen Manager/Supervisor will listen to the Parent / Guardian / Student / Customer complaint(s) or concern(s), attempt to answer all questions. School Nutrition Personnel will provide a paper copy of the Instructions for Food & Nutrition Complaint Form in English or Spanish. The Food & Nutrition (F&N) Complaint Link is provided for persons 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>. The Supervisor will aid with the complaint process as needed. The Texas Department of Agriculture Food & Nutrition Division has provided the following phone number for assistance if the Parent / Guardian / Student / Customer does not have access to an electronic device to submit the complaint: **(833) 862-7499**.
3. Any complaint received verbally, in writing, or in person will be forwarded to the Waco I.S.D. Child Nutrition Services Director. The name of the person receiving the complaint and if they also transcribed the complaint will be included in this documentation.

Procedures Cont'd: The Child Nutrition Services Director will:

1. Inform the Superintendent, CFO or Designee
2. Forward the Discrimination Complaint Form to the Region 12 Education Service Center and the Food & Nutrition Division of the Texas Department of Agriculture at:

Texas Department of Agriculture (TDA)
Food and Nutrition Division
P.O. Box 12847
Austin, TX 78711

3. Texas Department of Agriculture will forward the information to the United States Department of Agriculture (USDA) at:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, S.W.
Washington, DC 20250-9410

- Civil rights complaints are written or verbal allegations of discrimination based on race, color, national origin, sex, age, or disability. All SNP complaints of this nature must be accepted by SNP personnel and must be forwarded to TDA.
- Any person claiming discrimination has a right to file a complaint within 180 days of the alleged discrimination.
- Any parent or guardian can file a complaint, whether written, online, or verbally, directly to TDA or USDA.
- All complaints, whether written, or verbal, must be accepted by the LEA and forwarded to the USOE. An anonymous complaint must be handled the same way as any other.
- The complainant must be advised of confidentiality and the Privacy Act. The complainant and entity are encouraged to solve this at the lowest possible level and as quickly as possible.
- Campus cafeteria manager keep a folder with complaint instructions where all foodservice employees have access. If a complaint is received, the employee will provide the TDA instructions for filing a complaint.