

Corsicana ISD

Complaint Procedure

The Corsicana ISD Child Nutrition Department is committed to serving students, staff and administrators with respect and without discrimination. The Child Nutrition team attends annual civil rights training in efforts to serve all customers with excellent customer service. If a customer of the Child Nutrition Department believes they have been discriminated based on race, color, national origin, sex (including gender identity and sexual orientation), age or disability, there are three ways a household may make a program complaint of discrimination. All complaints may be given via verbal statement, written statement, or stated in person and are encouraged to file a discrimination complaint for to one of the following:

1. LOCAL - To file a program complaint of discrimination locally:

The household member would complete a **Corsicana ISD Program Discrimination Complaint Form** and submit the completed form to Corsicana ISD Child Nutrition Department by email Kprowell@cisd.org or in person or mail at 100 S. 18th St., Corsicana, TX, 75110. All Food Service complaints alleging discrimination based on race, color, national origin, sex (including gender identity and sexual orientation), age, or disability via verbal statement, written statement, or stated in person must be accepted by Child Nutrition personnel and will be forwarded to the Texas Department of Agriculture.

2. STATE - To file a program complaint of discrimination to the Texas Department of Agriculture:

The household member would complete the online [Texas Department of Agriculture Complaint Form for Food and Nutrition](#) and submit.

3. FEDERAL - To file a program complaint of discrimination, complete the **USDA Program Discrimination Complaint Form (AD-3027)** found online at: **How to File a 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:

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

Corsicana ISD Child Nutrition personnel taking the complaint must accept the complaint either verbally, in writing, or in person. Personnel is required to note on the complaint form the name of the person receiving the complaint and if the person receiving the complaint transcribed the complaint or if the complainant filled out the form himself or herself.

Documentation will demonstrate that Corsicana ISD will not attempt to resolve complaints without forwarding the complaint to the Texas Department of Agriculture. Corsicana ISD will initiate resolution of the complaint while waiting for a response from the Texas Department of Agriculture. Documentation of what was done to resolve the complaint will be kept on file in the Child Nutrition Department.

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.

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