

Denver City ISD

Procedure for Handling Complaints of Discrimination, 2025-2026

Policy:

Denver City ISD cafeteria will display the most current version of the USDA nondiscrimination poster in a prominent location for public viewing.

The Denver City 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.

Procedures:

Any person alleging discrimination based on race, color, national origin, sex, age or disability has a right to file a complaint. Individuals may file a complaint in writing, verbally, or in person. Complaints may be filed directly to TDA or USDA, or forwarded to TDA if assistance from district staff is requested. The Discrimination Complaint form can be found in school cafeteria, main office, and on the school website <https://www.dcisd.org/Page/2192>.

If assistance from the district is requested, Denver City ISD staff will:

1. Listen to any complaint or concern and provide the complainant with the Discrimination Complaint Form that either the complainant will complete or district staff will complete.
 2. The completed form will be forwarded to Rick Martinez, Denver City ISD Superintendent.
- The Superintendent will forward the discrimination complaint form to the Food and Nutrition Division of the Texas Department of Agriculture at:
Food and Nutrition Division
Texas Department of Agriculture
P.O. Box 12847
Austin, TX 78711

Complaints maybe filed directly to TDA at the address above or directly to USDA by following the directions below. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: <https://www.usda.gov/oascr/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
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.