

Civil Rights Complaint Procedure

The Jasper County Charter System School Nutrition Program is committed to ensuring that all participants are treated fairly and equitably in accordance with federal civil rights laws and USDA regulations. The following procedures shall be followed when receiving and processing Civil Rights complaints.

Procedures

1. **Availability of Complaint Forms**

USDA Civil Rights Complaint Forms (Form AD-3027) shall be available in every school cafeteria and in the School Nutrition Program (SNP) office for any individual wishing to file a discrimination complaint.

2. **Public Notification**

The USDA “**And Justice for All**” poster shall be prominently displayed in every school cafeteria and at all meal service locations, including alternate points of service (such as classrooms), where students receive meals outside of the cafeteria.

3. **Receiving Complaints**

The School Food Authority (SFA) will accept Civil Rights complaints in either written or verbal form.

- Individuals wishing to submit a written complaint will be provided with the USDA Program Discrimination Complaint Form (AD-3027) or may be directed to the USDA online complaint form.
- If a verbal complaint is received, the School Nutrition employee receiving the complaint shall respectfully listen to the complainant and accurately document the information on the USDA Complaint Form without attempting to investigate or resolve the complaint.

4. **Forwarding Complaints**

All Civil Rights complaints shall be forwarded, exactly as written or described by the complainant, to the U.S. Department of Agriculture (USDA) Office of Civil Rights within **five (5) working days** of receipt.

5. **State Notification**

A copy of the complaint shall also be submitted to the Georgia Department of Education (GaDOE), School Nutrition Division (SND) Area Consultant within the same five (5) working day period.

6. **Cooperation During Investigation**

The School Food Authority will fully cooperate with the U.S. Department of

Agriculture Office of Civil Rights and the Georgia Department of Education School Nutrition Division throughout the investigation and resolution of the complaint.

7. Record Retention

Copies of the complaint and all related correspondence shall be maintained in a secure and confidential file for a minimum of **five (5) years** after the complaint has been officially closed.

8. Civil Rights Complaint Log

A confidential Civil Rights Complaint Log shall be maintained separately from other program complaint records. The log shall include, at a minimum, the following information:

- Name of the complainant
- Contact information
- Location where the alleged discrimination occurred
- Nature of the complaint
- Whether the complaint was received verbally or in writing
- Date of the alleged discriminatory action
- Name(s) of the individual(s) and/or organization(s) alleged to have engaged in discrimination
- Date the complaint was referred to the USDA Office of Civil Rights
- Findings of any investigation, if available
- Final disposition of the complaint, including any corrective action planned or implemented

9. Annual Staff Training

All School Nutrition Program employees shall receive annual training on Civil Rights complaint procedures, including how to properly receive, document, and forward complaints. This training is provided in addition to the annual Civil Rights training required under the School Nutrition Program's Free and Reduced-Price Meal Policy.