



Sunnyvale School District

Food Service Civil Rights Complaint Procedures

Civil Rights Procedure for Child Nutrition Programs

Purpose

To ensure equal access and prevent discrimination in all Child Nutrition Programs in accordance with USDA Civil Rights regulations (FNS Instruction 113-1).

1. Non-Discrimination Policy Statement

In accordance with Federal civil rights law and USDA civil rights regulations and policies, this institution does not discriminate on the basis of:

- Race
- Color
- National origin
- Sex (including gender identity and sexual orientation)
- Age
- Disability

The full USDA Non-Discrimination Statement must be included on all program-related materials (e.g., menus, websites, flyers).

2. Public Notification

- The "And Justice for All" poster must be prominently displayed in every service area (cafeterias, kitchens).
- Parents/guardians are informed annually of their rights through outreach materials, program applications, and the district website.
- All communications must be accessible and translated into appropriate languages as needed.

3. Training

- Annual civil rights training is required for all Child Nutrition staff, including substitutes and volunteers.
- Training includes:
 - Collection and use of race and ethnic data
 - Procedures for receiving and handling complaints
 - Accommodations for disabilities
 - Language assistance
 - Customer service and conflict resolution

4. Language and Disability Access

- Provide appropriate language assistance at no cost to individuals with limited English proficiency (LEP).
- Accommodations must be made for participants with disabilities, including dietary modifications and physical access.

5. Data Collection & Reporting

- Racial and ethnic data is collected annually for participants and maintained securely.
- Data is reported as required by the state agency (e.g., in the Verification Summary Report).

6. Complaint Procedures

- Any individual who believes they have been discriminated against may file a complaint.
- Complaints may be verbal or written and must be forwarded within 3 calendar days to the USDA Office of the Assistant Secretary for Civil Rights.

To file a complaint:

- Complete the USDA Program Discrimination Complaint Form (AD-3027)
- Submit by mail to:

Child Nutrition Programs
Civil Rights and Program Complaint Coordinator
California Department of Social Services
Child and Adult Care Food Programs Branch
744 P Street,
Sacramento, CA 95814
916-651-7096

Or

USDA, Director, Office of Adjudication
1400 Independence Avenue, Southwest
Washington, D.C. 20250-9410
866-632-9992

Federal Relay Service 800-877-8339 (English) or 800-845-6136 (Spanish)

Email: program.intake@usda.gov

- Santha Rajiv
Chief Business Officer
Sunnyvale School District
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408-522-8200 x 1083
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7. Compliance Reviews

- The district conducts internal compliance checks annually.
- All findings are documented, and corrective action is taken when necessary.

8. Recordkeeping

- All documentation related to Civil Rights (training logs, complaints, outreach efforts, data) is kept for 3 years plus the current year.