

## **Discrimination Complaint Policy for Pawnee ISD**

*All School Nutrition Program complaints alleging discrimination based on race, color, national origin, sex, age or disability will be accepted and handled according to the following Pawnee ISD procedure:*

1. To initiate a Civil Rights complaint, a complainant can
  - a. See Monica Flores, Food Service Director on the Pawnee campus or
  - b. File complaint with the Texas Department of Agriculture (TDA) by email [squaremeals@texasagriculture.gov](mailto:squaremeals@texasagriculture.gov) , mail complaint form to PO Box 12847, Austin, TX 78711-2847, call 877-TEXMEAL, (877) 839 -6985, Fax: (888) 203-6593 or visit the TDA website [www.squaremeals.org](http://www.squaremeals.org)
  - c. Complaints may also be filed with USDA by completing the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), 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](tel:8666329992). Submit your completed form or letter to USDA by
    - i. Mail: US Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW Washington, D.C. 20250-9410
    - ii. Fax: (202) 690-7442 or
    - iii. Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)
2. If the food service director receives the complaint, the complainant is invited to complete Pawnee ISD's Civil Rights Complaint Form (see attached to this policy) or to have food service director complete the form on behalf of the complainant. The following will be documented on the form:
  - a. How the complaint was made—verbally, in writing or in person
  - b. The name of the person who received the complaint
  - c. A transcript of the complaint
3. Director will inform Superintendent (Pawnee ISD Hearing Official) of alleged discrimination received by the complainant. Superintendent will notify USDA-TDA of alleged discrimination complaint.
4. Pawnee ISD will maintain adequate documentation to demonstrate that the CE did not attempt to resolve the complaint without forwarding the complaint to TDA. Pawnee ISD may initiate resolution of the complaint while waiting for a response from TDA, but must maintain documentation of what was done to resolve the complaint.