

## Child Nutrition Programs Procedure for a Discrimination Complaint

The following guidelines are to be followed should anyone come forward with a discrimination complaint within the Child Nutrition Programs at this Contracting Entity.

- Any person that approaches Child Nutrition Program staff and claims they have been discriminated against should be encouraged to complete the Discrimination Complaint Form. A member of the Child Nutrition Program can assist with the process. If the person chooses not to complete the form, the staff assisting the person may take the information verbally and complete this form. That person will identify themselves on the complaint form as the person who transcribed the complaint and will indicate on the form how the complaint was made: verbally, in writing, or in person.
- The Discrimination Complaint Form, once completed or completed as best as possible, is forwarded to the Child Nutrition Director.
- The Director forwards the Discrimination Complaint Form to the Texas Department of Agriculture, Food and Nutrition Division, Compliance Department. The Contracting Entity will not attempt to resolve the complaint without forwarding the complaint to TDA.
- Complaints can also be sent directly to the United States Department of Agriculture (see information below) or to the Texas Department of Agriculture, Food and Nutrition Division:

Mailing Address:  
F&N Headquarters Texas Department of  
Agriculture, Food and Nutrition Division  
P.O. Box 12847

Austin, Texas 78711  
FAX: (888) 237-5226  
Email:  
squaremeals@TexasAgriculture.gov

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](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.